

Wyoming Office of the  
Attorney General  
Division of Victim Services

# Administrators Guide Book



State Fiscal Year  
2012  
(7/01/11 – 6/30/12)  
Release Date: July 1, 2011  
*Updated January 2012*

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## **Wyoming Division of Victim Services**

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The Wyoming Division of Victim Services (DVS) mission statement is to improve the treatment of all victims of crime by providing them with the assistance and services essential to their restoration. The DVS administers programs dedicated to serving crime victims. The DVS assists victims of crime, provides awareness, education and training to the general community, and supports legislative, judicial and social reforms beneficial to crime victims. The DVS believes the criminal justice system and allied agencies must ultimately be measured by their treatment of victims, for that goal will surely best serve society.

The DVS administers the Wyoming Crime Victim Compensation Program (CVCP) providing financial assistance to hundreds of victims each year who have suffered personal injury as a result of a criminal act. Benefits are awarded for out-of-pocket expenses, medical expenses, lost wages and counseling costs related to emotional and physical injury suffered by the victim and the victim's family as a direct result of a violent crime. The program does not compensate victims for damaged or stolen property. The CVCP is funded solely through fines and fees paid by criminal offenders in district, circuit and some municipal courts throughout Wyoming, and Victim of Crime Act (VOCA) funds, a federal grant funded by fines and fees paid by offenders in federal court. In 2008, the DVS established the Restitution Recovery Program to coordinate initiatives statewide supporting and enhancing restitution recovery for victims of crime to assure the maximum amount of monies are collected or recovered on behalf of eligible victims for the CVCP.

The DVS also administers the Statewide Automated Victim Information and Notification Program known as VINE. VINE is a free and anonymous telephone service providing victims of crime two important features: information and notification. VINE will monitor the custody status of offenders in county jails and state prisons. Information is available to callers 24 hours a day, 365 days a year. The VINE service is available in English and Spanish. To learn about custody information visit [www.vinelink.com](http://www.vinelink.com) or call Wyoming toll free #1-866-994-8462.

The DVS serves as the statewide coordinator for the Wyoming Silent Witness Initiative (WSWI); its mission is to promote peace, healing and responsibility in intimate relationships in order to eliminate domestic violence through an exhibit of life-sized wooden silhouettes representing women who, since 1985, were murdered in Wyoming at the hands of a spouse, intimate partner or family member.

Wyoming Sexual Assault Nurse Examiner (SANE) Credentialing Program is administered by the DVS in partnership with the Wyoming Chapter of the Association of Forensic Nurses. The SANE Credentialing Program supports the advanced education and clinical preparation in the forensic examination of sexual assault victims.

## **Regional Program Management Team**

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The DVS Regional Program Management Team (RPMT) is an essential part of DVS achieving its mission. The RPMT administers federal and state funds and provides technical assistance to support service delivery for victim service providers as well as administering special programs enhancing victim services throughout the state according to federal and state statutes. The RPMT commitment and strength lies in the success of the victim service providers and are dedicated to providing the tools and resources necessary to maximize their accomplishments.

The RPMT administers Victim of Crime Act (VOCA) funds, Violence Against Women Act (VAWA) funds, Family Violence Prevention Services Act (FVPSA) funds, as well as state general funds to local victim service providers, either by formula or non-formula distribution. These funds support victim/witness programs, domestic violence & sexual assault programs and specialized victim service programs.

Also, the VAWA funds administered by the RPMT specifically provide funding to law enforcement, prosecutors' offices, the courts, and victim service providers so they may improve the criminal justice system's response to violence against women, and enhance the services available to women who are victims of domestic violence, dating violence, sexual assault and stalking

### **Regional Program Managers – Contact Information**

Traci Hodgins  
Phone: 307-777-6681, E-mail: [traci.hodgins@wyo.gov](mailto:traci.hodgins@wyo.gov)  
South Western Region - 1  
Albany, Lincoln, Sublette, Sweetwater, Teton, Uinta.

Steve Gilmore  
Phone: 307-777-6086, E-mail: [steve.gilmore@wyo.gov](mailto:steve.gilmore@wyo.gov)  
North Central Region - 2  
Big Horn, Fremont, Hot Springs, Johnson, Natrona. Park, Sheridan, Washakie, Wind River.

Nanette Alaniz  
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South Eastern Region - 3  
Campbell, Carbon, Converse, Crook, Goshen, Laramie, Niobrara, Platte, Weston.

## **DVS Training, Conferences and Networking Opportunities**

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The DVS offers specialized trainings throughout the state to increase the quality of services provided to Wyoming's crime victims through education and training. The DVS also hosts regional online trainings conducted by WebEx Communications. WebEx provides web conferencing as an alternative to travel.

- **The Institute on Victim Studies (Foundational or Advanced)**

The Institute is an education program that provides exposure to a broad spectrum of topics necessary to form the core of basic education in victim's rights and services. The Institute on Victim Studies is unique in that the content is made directly applicable to the State of Wyoming. These intensive, weeklong educational programs address over 35 different areas of victim assistance.

- **Annual Victim Services Conference** October 2-4, 2012, Jackson, WY

The Annual Victim Services Conference provides education and training related to crime and victimization and features a number of nationally known speakers and more than 150 criminal justice professionals attend.

- **Annual Sexual Assault Summit** April 17-19, 2012, Cody, WY

The Annual Sexual Assault Summit provides technical assistance to local communities in building their Sexual Assault Response Teams (SART) and participants include victim service programs, law enforcement agencies, medical personnel and prosecutor's offices.

- **Sexual Assault Nurse Examiners (SANE) Training**

SANE training is offered each year to nurses and community Sexual Assault Response Team (SART) members to receive specialized training to conduct a forensic examination of a sexual assault victim.

- **Wyoming Crime Victims Compensation Training**

Monthly training is available for victim service providers on how to assist crime victims with applications and information on how award decisions are determined. Training is offered twice a month, every second Wednesday, at 10:00 am and every second Thursday at 2:30 pm (specialized to DVSA). Space is limited. Please contact Sandra Jacquez or Jean Courts to attend trainings.

- **Crimes Against Children Conference** May 15-17, 2012, Cheyenne, WY

An annual conference dedicated to improving Wyoming's response to child victims of crime.

## Required Training

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According to the DVS Rules all directors, staff and volunteers providing direct services to victims of crime shall complete a minimum of 40 hour training prior to providing unsupervised direct services. The DVS has approved the FREE Office of Victims of Crime (OVC) Victim Assistance Online training (<https://www.ovcttac.gov/vatonline>) to satisfy the 40 hour advocate training requirement. However, you may offer this only if it is consistent with your personnel training policies. It is up to each agency to decide if they want to offer this training to staff. Several agencies have established a training curriculum, the OVC training does not replace important community specific training rather it provides training to agency staff that does not have access to specialized victim assistance training.

The OVC Victim Assistance Training (VAT) Online was designed to take approximately 35-40 hours to complete. VAT Online includes seven modules. The modules cover:

- Goals and how to navigate through the online training.
- Basic issues such as ethics and cultural competency that provide the foundation for victim services.
- Characteristics, prevalence and other information about 14 types of crimes.
  - Core skills needed by victim service providers, such as establishing rapport, problem solving and crisis intervention.
  - Information about specific topics and skills needed to provide services to specific populations.
  - Information about and skills needed to collaborate with various types of systems, such as community-based, criminal justice-based, faith-based, and reservation-based systems.
  - Challenging situations faced by victim service providers.

More information about VAT Online can be found at <https://www.ovcttac.gov/vatonline>.



## **DVS Partners**

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The mission of the DVS is accomplished with collaboration and assistance from many professionals, agencies and organizations. Multidisciplinary cooperation and joint government/private sector efforts is key to providing the services victims need and deserve.

The DVS acknowledges collaboration and support from the following Wyoming agencies and organizations.

University of Wyoming

Wyoming Board of Parole

Wyoming Association of Sheriffs and Chiefs of Police

Wyoming Crime Victim Coalition

Wyoming Department of Health

Wyoming Department of Family Services

Wyoming Department of Corrections

Wyoming Coalition Against Domestic Violence & Sexual Assault

Wyoming Hospital Association

Wyoming Prosecutors Association

Wyoming Victim Service Providers

## **Available Funds & Distribution of Funds**

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Proposals are funded through the Violence Against Women Act (VAWA), the Victims of Crime Act (VOCA), Family Violence Prevention Services Act (FVPSA) and state general funds for the purpose of providing services to victims of crime in Wyoming.

SFY 2011 & 2012 the DVS received requests for funding in the amount of \$15,447,162. The DVS funded proposals totaling \$13,436,108.

The DVS awarded funding to 23 domestic violence and sexual assault shelter service programs, 30 victim/witness programs located in government agencies including law enforcement, district, county and prosecuting attorney's offices and dual programs offering services to all victims of crime including domestic violence, sexual assault & stalking, 3 Regional Child Advocacy Centers providing services primarily to children who are victims of physical and/or sexual abuse and their families.

The DVS also funded 4 special projects. These projects include Court Appointed Special Advocates, and Sexual Assault Nurse Examiners.

### **State Victim/Witness Funds**

The state general funds for victim witness programs serving all victims of crimes are distributed on a formula basis to eligible programs in each county and on the Wind River Indian Reservation (WRIR). The distribution is as follows:

- ❑ Base amount of 2% of the legislatively appropriated funds to each county and the WRIR and the remainder of funds is distributed to each county and the WRIR based on population.
- ❑ The population will be figured on the Federal U.S. Census figures.
- ❑ If more than one program within a county submits a proposal for funding the total funds available to the county or WRIR will be divided equally between the eligible programs in the county or reservation.

### **State Domestic Violence & Sexual Assault Funds**

The state general funds for domestic violence/sexual assault programs are distributed on a formula basis to eligible programs in each county and on the WRIR. The distribution is as follows:

- ❑ Base amount of \$30,000 and the remainder of funds to be distributed on a formula based on 80% population and 20% for square miles.
- ❑ The population will be figured on the Federal U.S. Censes figures.
- ❑ Geography will be based upon total area and will use the numbers from the Wyoming Department of Administration and Information, Division of Economic Analysis.
- ❑ County square miles will take into account the whole county including the portion occupied by the WRIR.
- ❑ The WRIR square miles will be figured on actual size.

### **State Child Advocacy Centers**

The state general funds for Child Advocacy Centers (CAC) are available to eligible CAC programs who serve child victims of sexual abuse, physical abuse and neglect. \$200,000 is available each biennium. Funding is distributed equally among eligible programs.

### **State Surcharge**

Surcharge funds are available to all victim witness programs on a formula basis by population. Surcharge funds must be used to serve victims of ALL crimes. In counties with more than one victim/witness program, surcharge funds will be split equally between the victim/witness programs in the county.

### **State Salary Funds**

Salary funds are available to Domestic Violence & Sexual Assault programs and Victim/Witness programs staff to offer a fair and competitive wage. The only requirement is programs shall use these funds for salaries only.

### **Violence Against Women Act (VAWA) Funds**

The following federally mandated percentages of the VAWA allotment must be spent in each of the following priority program areas:

- ❑ Prosecution 25%
- ❑ Law Enforcement 25%
- ❑ Formula Non-profit, nongovernmental direct victim services 30% (10% Cultural Specific)
- ❑ Courts 5% ( FY 2010 Distributed to DV/SA Programs)
- ❑ Discretionary 15%

### **VAWA – Sexual Assault Services Program (SASP) Funds**

SASP funds for domestic violence/sexual assault programs are distributed on a formula basis to eligible programs in each county. The funds are distributed based on a percentage of the statewide population of their county.

### **Family Violence Prevention Services Act (FVPSA) Funds**

FVPSA funds for domestic violence/sexual assault programs are distributed on a formula basis to eligible programs in each county and on the WRIR. The funds are distributed by a formula base amount and the balance of the fund distribution is based on a percentage of the statewide population of their county, per FVPSA.

### **Victims of Crime Act (VOCA) Funds**

VOCA funds are distributed on a competitive non formula basis to eligible victim service programs in every county and on the WRIR. VOCA funds must be used to provide direct services to victims of crime and must utilize volunteers who provide direct services.

## **Funding Priorities**

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After surveying Wyoming victim service providers in the Spring of 2008, the DVS identified three (3) funding priorities. The funding review team gives priority to proposals that have chosen the following goals and clearly outlined the activities to achieve these goals.

**Goal # 1** – Fundamental Services to Victims of Crime - describes quality and basic services for victims of crime, acquiring quality staff, retaining experienced staff, client needs, and community needs.

**Goal # 2** - Strong Community Collaboration - narratives must demonstrate community agencies and programs working together to best serve victims of crime.

**Goal # 3** - Community Engagement - narratives must clearly describe activities promoting victim rights, crime victim services, and raising awareness on crime victims' issues.

## **Eligible Applicants**

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Eligible applicants must be an agency or program operated by a public, tribal or nonprofit organization or a combination of such organizations and provides direct services to crime victims.

### **Eligible Programs:**

- ❑ Nonprofit organizations established for the purpose of providing direct services to crime victims.
- ❑ Nonprofit organizations not currently providing services to crime victims but desire an expansion to deliver these types of services.
- ❑ Nonprofit organizations, in addition to providing services to crime victims, serving individuals whose experiences are not statutorily classified as a crime, are eligible if it is demonstrated the organization is prepared to distinguish between the two for purposes of the proposed project.
- ❑ Faith-based organizations are eligible recipients if the proposed service is not dependent on the victim's participation in religious activities and the delivery of service is designed to reasonably accommodate the victim's religious beliefs.
- ❑ Criminal justice agencies such as law enforcement agencies, prosecutor's offices, courts, corrections, probation and parole authorities for victim services exceeding the boundaries of their mandates.
- ❑ Governmental entities currently serving crime victims, as well as those who do not but desire an expansion to result in a specialized unit being developed. As a general rule, federal funds cannot support activities mandated by state law; however, prosecuting attorneys, law enforcement agencies and courts desiring to create or enhance a specialized unit dedicated to sexual assault, domestic violence, stalking and dating violence are eligible.
- ❑ Hospitals and emergency medical facilities providing services to crime victims.

**Eligible Agencies include, but are not limited to:**

- ❑ Domestic Violence Shelters
- ❑ Rape Crisis Centers
- ❑ Victim Advocate Agencies
- ❑ Prosecutors' Offices
- ❑ Courts
- ❑ Social Service Agencies
- ❑ Culturally Specific Community Based Organizations
- ❑ Faith Based Organizations
- ❑ Adult Protective Services
- ❑ Law Enforcement Agencies
- ❑ Mental Health Agencies
- ❑ Child Treatment Facilities
- ❑ Correctional Facilities
- ❑ Public Housing Agencies
- ❑ Hospitals/Emergency Medical Facilities

**Eligibility Requirements**

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An agency must meet the following criteria to receive DVS contracted state and/or federal funds:

- ❑ Demonstrate a capacity to provide effective direct services to crime victims;
- ❑ Meet program match requirements (match must be derived from non-federal dollars, dollars not specifically marked for the same services, and must be used for eligible activities).
- ❑ Must have a DUNS number and be registered with CCR.
- ❑ Meet the requirements according to the Wyoming Division of Victim Services Rules.
- ❑ Dual programs must demonstrate in their mission and policies their accessibility and outreach to victims of all crimes.
- ❑ Promote, within the community, coordinated public and private efforts to aid crime victims.
- ❑ Assist victims in seeking Crime Victim Compensation benefits.
- ❑ Comply with Federal program guidelines and the Federal Financial and Administrative Guide for Grants.
- ❑ Provide services to victims of federal crimes on the same basis as victims of state crimes.
- ❑ Provide services to victims of crime at no charge.
- ❑ Abide by criteria in contract between the grantee and Wyoming Division of Victim Services.
- ❑ Own a computer with access to email, internet and have the ability to complete documents electronically.

**Unallowable activities for all state and federal funds contracted with the DVS:**

- ❑ Lobbying and lobbying related activities.
- ❑ Fundraising.
- ❑ Research projects.

- ❑ Batterer Intervention programs.
- ❑ Anger management classes.
- ❑ Purchase of equipment including computers and law enforcement equipment (i.e, guns, ammunition, bullet proof vests and radios).

### **Preparedness to Administer a Grant**

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In addition to meeting the eligibility requirements listed above, applicants must demonstrate preparedness to properly administer a funding award. The following issues will be taken into consideration:

- ❑ The organization's internal policies and procedures or standard operating procedures regarding personnel, work protocol and activity accountability.
- ❑ Its internal policies and procedures regarding proper accounting and financial accountability.
- ❑ The professional conduct of the organization and staff.
- ❑ The organization's confidentiality policies and procedures concerning the provision of services to victims of crime.
- ❑ The organization's readiness or ability to become ready to perform the activities and tend to administrative matters involving the funding award.
- ❑ Its possession of equipment and office materials needed to conduct ordinary business, including access to Internet services and e-mail.
- ❑ The support and dedication of the governing body, including its determination to ensure proper administration of the funding award.
- ❑ The organization must be accessible to victims of crime. Determination of accessibility will include its readiness to serve victims with special needs, such as physical handicaps and victims with limited English proficiency.
- ❑ The organization should operate during regular business hours. If the nature of the organization's business entails 24-hour crisis intervention to victims, it should have provisions for telephones to be answered by individuals equipped to provide immediate assistance, preventing the victim from having to leave a message.

### **Fiscal Administration**

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Each sub grantee must have written financial policies governing internal control procedures in accordance with generally accepted accounting practices to ensure adequate financial checks and balances. The policies shall include controls for separation of financial duties.

Each sub grantee shall have an operating budget on the DVS "Full Budget Detail" form and it must be approved by the DVS. The budget shall categorize revenues and expenses for each grant project and position by the expense categories of the approved budget. Fiscal accounting records with documentation are to be maintained on a current basis and balanced monthly.

Also any federal funds received through the DVS must be expended by the end of the month in which the funds were received. Any federal funds not expended in the month in which they were received, must be returned to the DVS by the 3rd working day of the next month.

### **Budget Change Request**

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If you find it necessary to make changes to your approved budget you are required to submit a "Budget Change Request" for approval.

Any change should be discussed with your RPM to determine if it might result in an unapproved/unallowable change in scope of services or expense. This includes the reduction in time devoted to the project by the director or the victim/witness coordinator and the decrease or increase of staff.

A request for a budget change from your approved budget must be accurate and reflective of how you plan to spend the funds. Budget change requests must be completed, signed by your Board Chair or Supervisor and submitted to the Division no later than June 1, 2012. Budget change requests can be submitted at any time. Forms are available on the DVS website at <http://victimservices.wyoming.gov/>.

When submitting a budget change request, it should not exceed a ten percent change in any funding stream and you must provide justification for the change. New full budget detail form/s must be submitted with your budget change request/s. Funds may only be moved to an approved budget line item already existing in your budget. We encourage you to discuss the situation with your RPM before submitting a budget change request.

### **Sample Budget Change Request – One form per funding source**

<i><b>A</b></i> <i><b>Line Item Description</b></i>	<i><b>B</b></i> <i><b>Current</b></i> <i><b>Approved</b></i> <i><b>Budget</b></i>	<i><b>C</b></i> <i><b>Increase By</b></i>	<i><b>D</b></i> <i><b>Decrease By</b></i>	<i><b>E</b></i> <i><b>Total Amount</b></i>
PERSONNEL				
Salaries	\$25,000.00			\$25,000.00
Payroll Deductions	\$2,380.00		\$380.00	\$2,000.00
Health Insurance				
Other Benefits				
OPERATING EXPENSES				
Office Space/Rent Mortgage				
Shelter Space/Rent Mortgage				
Utilities – Office				
Utilities – Shelter				
Communication	\$150.00	\$120.00		\$270.00
Email/Internet				
Supplies-Office	\$500.00			\$500.00
Supplies-Shelter	\$500.00			\$500.00
Travel/Mileage				
Administration/Bookkeeping				
Equipment	\$2,098.00		\$240.00	\$1,858.00

leases/maintenance				
Office/Shelter				
Repairs/Maintenance				
Insurance				
Professional Fees/Service				
Other Operating Expenses (Specify)				
EMERGENCY ASSISTANCE				
Emergency Shelter				
Emergency Financial Assistance	\$5,000.00	\$500.00		\$5,500.00
Other (Specify)				
TRAINING				
Trainer's Fee				
Registration				
Travel/Hotel/Meals				
O(ther (Specify)				
OTHER				
Publications				
Adver./Outreach/Engagement				
Other (specify)				
F TOTAL	\$35,628.00	\$620.00	\$620.00	\$35,628.00
G PERCENTAGE	100%	1.7%	1.7%	100%

***Form Instructions – use when completing Form for submission to the Division***

- Column **B**, all line item amounts should match current approved budget per funding stream (VOCA/VAWA/FVPSA, State DVSA/VW/Surcharge);
- Column **C** and **D**, existing line item amounts ONLY can be decreased and increased (if a line item has no \$\$ from approved budget you cannot increase \$\$ into that line item);
- Column **E** row amounts must be totaled across;
- Row **F** amounts must be totaled for columns;
- Row **G** percentages must be calculated (Row **F** Total increase amount in column **C** and divide by the Row **F** Total in column **B**, move decimal right two spaces, example shown above in Row **F** columns **B, C & D** –  $\$620.00 \div \$35,628.00 = 0.017402$  or 1.7%).

Column **E** and Rows **F** and **G** will auto total on form.



## **Program Match Requirements**

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### **Matches – Exact Match is Required**

Be sure to provide the exact match. If sub grantee over or under matches the DVS will send back the Detailed Budget requesting numbers to reflect exact match.

- VOCA - 20% - may be cash or in-kind but no federal or otherwise obligated funds. New program- 25%. (Exception- Native American Tribes - 5% match)
- VAWA – 0%
- FVPSA - 0%
- State General Funds – 0%

### **Computing the Match Funds**

All federal matching funds are computed in this way:

Federal dollars requested (divide by) Federal percent (equals) Total Project Cost  
Next

Total Project Cost (minus) Federal dollars requested (equals) Required Match

Examples: (*for 20% match*)  $\$12,000 \div 80\% = \$15,000$  (total),  $\$15,000 - \$12,000 = \$3,000$  (required match); (*for 25% match*)  $\$12,000 \div 75\% = \$16,000$  (total),  $\$16,000 - \$12,000 = \$4,000$  (required match)

The purpose of matching contributions is to increase the amount of resources available to projects supported by federal funds. Matching contributions vary from grant to grant but must be derived from non-federal sources. Also, it is not allowable to match a federal grant with state funds as state funds have already been designated to cover specific activities. All funds designated as match are restricted to the same uses as the grant itself and must be expended within the funding period. Match can be reported at an accelerated rate to meet the match requirement early, however, you cannot delay reporting match until the end of the contract.

Match records must be maintained and clearly show the source, the amount, and the period during which the match was allocated. The basis for determining the value of personal services, materials, equipment, and space must be documented. Volunteer services must be documented and supported in the same methods used by the programs' own paid employees.

## **Cash Match**

Cash match (sometimes called 'hard' match) includes actual dollars spent for the project-related costs. For example, used for direct service providers' salaries. Cash match must be tied to the overall cost of the specific grant activity.

## **In-Kind Match**

In-kind match (sometimes called 'soft' match) is the value of goods or services received or provided that has no associated cost to the program. Examples of in-kind match are: donated time by professionals or volunteers, equivalent rental value of donated equipment, etc. It is recommended the hourly rate assigned the volunteer match be the hourly rate of an entry-level advocate in your program. Allowable in-kind match may be all hours during which a volunteer provides direct services to victims. You may also count on-call hours as long as they are consistent with your personnel policies for paid staff. For example, if paid staff receives compensation for a minimum of two hours of an eight-hour on-call shift, even if they are not actually called out, then you may count the volunteer's hours in the same fashion. If your personnel policies do not cover this, you may want to contact your local human resource office for assistance in drafting this type of policy.

In-kind match may include donations of expendable equipment; office supplies; workshop or education and training materials; work space; or the monetary value of time contributed by professional and technical personnel and other skilled and unskilled labor, if the services provided are an integral and necessary part of a funded project. The value placed on loaned or donated equipment may not exceed its fair rental value. The value placed on donated services must be consistent with the rate of compensation paid for similar work in the organization or the labor market. Fringe benefits may be included in the valuation.

Volunteer services must be documented and, to the extent feasible, supported by the same valuation methods used by the recipient organization for its own employees. The value of donated space may not exceed the fair rental value of comparable space, as established by an independent appraisal of comparable space and facilities in a privately owned building in the same locality. The value for donated tangible goods shall be reasonable and not exceed the fair market value at the time of the donation. The basis for determining the value of personal services, materials, equipment, and space must be documented.

Following are some specific examples of possible sources of match for this program:

- If an entity other than the sub grantee donates office space free of charge to the sub grantee for the project, the rental value of the space may be used as match. For example, a police department may donate an office to house a victim advocate from a domestic violence shelter. Similarly, the cost of utilities, insurance, security, janitorial services and the like may be used as in-kind match to the extent they are not being paid out of grant funds. Programs also may

receive short-term donations of space, such as a room to hold a meeting or a training event, which may be used as match.

- The salaries of any employees of the sub grantee working on grant-related purposes but are not paid with grant funds may be used. For example, a hotline coordinator at a shelter, a police officer or prosecutor working on a sexual assault unit, or other employees could be used as match to the extent that they are not paid by federal funds.
- If the sub-grantee has a board of directors or advisory board and the members are not compensated for their time, the time spent by the council members may be used as match. Any other volunteers involved in the project, such as trainers and speakers, pro bono attorneys and other professionals, hotline volunteers, people volunteering to give public presentations about the sub-grantee or about violence against women, volunteers facilitating support groups, and child care volunteers also may be used as match.
- The reasonable value of other donated tangible goods may be used as match. For example, a program may receive donations of used clothing, the reasonable value of which may be used. A funded shelter may also solicit donations both from individuals and from companies such as supermarkets of food and items such as shampoo and toothpaste for use by victims, toys and other supplies such as diapers or formula for victims' children, and supplies for the program itself such as furniture or computers.
- Sub grantees also may receive donations of services that can be used as match. For example, a local printing company may agree to print some training materials at no cost to the program. Other examples of donated services may include web space and services, other computer services, legal services, translation services, telephone services and accounting services for the program as well as psychological counseling, job training, medical services, taxi and hotel vouchers, and child care services for victims. These services could be provided by an individual volunteer or by a company.

## **Proof of Unemployment Insurance and Workers Compensation**

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All grantees are required to maintain valid proof of unemployment insurance and current certification of workers compensation. The Division is required to ensure all grantees maintain these documents and can produce them upon request. Failure to provide the current documents when requested is a violation of the requirements of funding. Effective immediately, if the Division learns, through an on-site or desk review a grantee does not have the current documents, the grantee will be deemed immediately out of compliance and the contract will be terminated.

If the Division learns in the interim of a desk review or on-site the grantee does not have current documents verifying proof of unemployment insurance and workers compensation certification, an immediate on-site or desk review shall be scheduled to verify if the grantee is in compliance. If the grantee is not in compliance with these requirements the contract will be immediately terminated.

## **Monitoring**

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Monitoring of sub-grantees is one of the principal responsibilities of the DVS. It is the responsibility of each RPM to provide technical assistance to sub grantees in implementing approved projects within a framework of relevant state and federal statutes, regulations, policies, procedures, and guidelines so as to achieve maximum success. In order to be effective, it is imperative the monitoring process occurs throughout the course of the award period.

Through proactive monitoring of sub grantees, the RPM is able to ensure that fiscal accountability and programmatic integrity are maintained.

The RPM's use a variety of approaches to monitor sub grantees compliance with the funding requirements and to ensure that sub grantees meet the goals and objectives of their funded project.

### **The RPM monitors sub grantees by:**

**Program Performance:** Performance monitoring begins with the assessment of program content and substance. It is a review that determines the quality of the grant performance relative to the terms and conditions of the grant and verifies sub grantees are providing quality services to the victim population within the scope of their grant. For example, are the grant activities consistent with the grant's goals and objectives? Have the statutory regulations and policy requirements been met?

**Compliance:** Compliance monitoring is an administrative process that evaluates whether things such as reporting requirements, grant file documentation and adherence to grant terms and conditions have been met. Ensuring sub grantees are following all the requirements of applicable federal and state laws, rules and regulations.

**Financial:** Financial monitoring evaluates the program's conformance with federal and state financial guidelines and accepted general accounting practices. Verifying that sub grantees have established and implemented appropriate fiscal systems to properly account for all federal, state and match used for the funded project. This includes monitoring the sub grantee's budget and that all fiscal requirements are met.

**In addition, monitoring enables the RPM to:**

- Ensure that projects initiated by sub grantees are carried out in a manner consistent with the sub grantee's current application on file with the DVS;
- Identify and resolve problems that may impede effective implementation of project;
- Collect data to provide comprehensive fiscal information and specified progress reports to the federal and state granting agency; and,
- Provide any needed consultation and technical assistance to the sub grantee.

It is essential for the RPM to assess on an ongoing basis to ensure that the project is progressing toward the stated goals, objectives and activities. If a project is not on a path to meet the stated objectives, the RPM can assist in making adjustments and improvements as needed.

By conducting project monitoring, the RPM demonstrates good stewardship of the state and federal funds and is able to accomplish a portion of the responsibilities as required of state-administering agencies.

## **Reporting Requirements**

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- Monthly (1<sup>st</sup> -10<sup>th</sup>) data collection using WyoSAFE.
- Submit Performance report by August 15, 2011.
- Submit Performance Summary report by August 15, 2012.
- Submit Fiscal report by August 15, 2011.
- Submit Fiscal report by January 15, 2012.
- Submit Financial Summary report by August 15, 2012.
- Return Unexpended State Funds by August 15, 2012.
- Submit Annual Federal reports. (To be announced.)

Failure to submit reports or upload data using WyoSAFE by the due date shall result in suspension of financial payments until the report is received. Delinquent or inadequate reports from prior awards may detrimentally influence future awards.

Fiscal and Performance reports shall be submitted using the DVS, Grants Management System (GMS) located at <http://grants.wyoming.gov> .

Contact your Regional Program Manager for assistance.

## **Required Federal Reports**

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### **FVPSA Report**

Grantees receiving FVPSA funds will be required to submit a FVPSA report due annually on November 15 for the Federal Fiscal Year reporting period, October 1 – September 30 (reporting period falls under current and upcoming State Fiscal Year). Forms are available on the DVS website at <http://victimservices.wyoming.gov/>. Submit electronic copy only.

### **VAWA Report**

Programs receiving VAWA funds are required to submit grantee reports to the DVS in accordance with deadlines established through the Office on Violence Against Women. Reporting period is the calendar year (January through December). These reports are generally due annually on February 15; however there may be a delay in programs having access to the forms required.

## **On Site & Desk Reviews**

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### **On Site Review**

A physical on-site visit shall be conducted at least one time every twenty-four (24) months. All of the key personnel involved in the sub grant should participate in the site visit. The RPM shall meet with the project director/coordinator, member of the Governing Entity /Program Supervisor and the sub grantees fiscal agent shall be available for the fiscal segment of the on-site.

A post-monitoring letter will be submitted to the sub grantee and will identify the issues reviewed for compliance, any findings, any recommendations for corrective action, and a deadline for completing the corrective action.

At the conclusion of a successful on-site review, the DVS will issue a certificate of compliance and distribute a press release to local media, community leaders, community victim service providers and community legislators of the program's compliance.

### **Desk Review**

In years when a physical on-site is not conducted, the RPM will conduct a desk review. A desk review will include verification the award was appropriately executed, determine if the sub grantee is in compliance with the fiscal and programmatic reporting requirements, assess the progress of the program and identify any problems encountered (i.e. fiscal or administrative), verify a current approved budget, eligibility documents, ensure confidentiality documents are appropriate, verify staff and/or volunteer training and review any previous division on-site findings of needing improvement and documented requested changes.

## **WyoSAFE**

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The DVS requires all sub grantees to submit specific data regarding the victims they serve and the types of services provided. This is essential for the DVS to submit this critical information to federal and state funders.

The Wyoming Division of Victim Services (DVS) partnered with the Wyoming Survey and Analysis Center (WYSAC) at the University of Wyoming to create, WyoSAFE, the reporting system used by DVS for all funded victim service programs. Beginning in SFY 2011 Child Advocacy Centers (CAC) and Court Appointed Special Advocate (CASA) programs will also be required to use WyoSAFE.

WyoSAFE was developed to capture an unduplicated count of crime victims served by the programs the DVS funds. The unduplicated count is essential to inform the Wyoming State Legislature about crime victims, services and funding demands.

WyoSAFE only collects information that is necessary to report to federal funders and the Wyoming State Legislature. There are many activities and services programs provide that WyoSAFE does not collect. DVS, federal funders and the Wyoming State Legislators have an expectation that those activities and services are being performed even if there is no collection of data on them. The DVS understands the importance of victim service programs and does not feel it is necessary for programs to collect large numbers of activities and services that do not help with critical funding decisions. It is a shift in attitudes to view victim service programs as public safety programs just like a Police Department or Sherriff's Office. It is important for every community to have a law enforcement agency no matter if there is one (1) crime or five hundred (500) crimes committed. There are many activities that law enforcement performs other than just responding to crime.

WyoSAFE Desk Top only uploads required fields for state and federal reports.

### **The following are the Uploaded WyoSAFE Data Fields**

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- Victim Number & Secondary Victim (Child) - 10-digit sequential victim numbers that are unique but are not based on any part of the victim's personal information. For example: the first 4 digits will be the program ID # and the next 6 digits are sequential numbers (123456, 123457, & 1234568)
- Age Range
- Gender
- Ethnicity
- Victimization
- Services
- Referral
- Shelter Status
- Protection & Stalking Orders
- Special Needs

Each uploaded data field will have an unknown option for sub grantees to select if the sub grantee believes the victim could be identified through reporting a combination of the uploaded data fields. This is an additional security measure to prevent demographic data from being released that could potentially identify a victim. Rural or nearly homogenous communities could have some residents for whom release of demographic information, such as family size or ethnicity, could be identifying. Even if it is not specifically identifying, it could narrow the pool of people to a select few, and label all of them victims.

The DVS also ensures through proactive monitoring that sub grantees have confidentiality policies and procedures regarding the clients they serve. During on site visits sub grantees will provide client files with personally identifying information redacted prior to Regional Program Managers review.

### **WyoSAFE Requirements**

- Sub grantees shall have a WyoSAFE Policy.
- Sub grantees shall submit data concerning services to victims through the DVS data collection software called WyoSAFE.
- Sub grantees shall have WyoSAFE installed on their desk top and upload at the minimum between the 1<sup>st</sup> and the 10<sup>th</sup> of every month.
- Sub grantees can review upload status and statistical information on the WySAC server located at <https://wysac.uwyo.edu/WyoSafe/>.

If you have any questions about WyoSAFE or need technical assistance regarding WyoSAFE please contact the Computer Support Department at the Wyoming Survey & Analysis Center (WySAC), University of Wyoming, **307-766-2345**.



## **Program Outcomes & Outcome Measures**

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*Knowledge is power....And the more victim service providers know about designing and conducting evaluation efforts the better those efforts will be.*

DVS requires all sub grantees to examine the change occurred as a result of the services they provide through client satisfaction surveys.

Sub grantees will decide on the process and methodology they use for their evaluation. For example, sub grantees will want to consider the content of their survey, including the two mandatory outcome questions; who will inform the client about the survey; how will the survey be provided to the client; what steps need to be put into place to ensure anonymity; how will the information be collected; how will the information be stored; and how will this information be presented to others.

### **Outcome Measure**

When it comes to measuring outcomes, one of the most effective tools is a customer satisfaction survey. Surveys can include: a checklist of services clients may have wanted and what they received; comment on the respect and support they received; overall satisfaction with services; and basic demographics. However, do not overburden clients with unnecessary questions. It is not ethical to gather information just for the sake of gathering information.

All sub grantees surveys shall include the following outcomes;

*(Remember, an outcome is a change in knowledge, attitude, skill, behavior, expectations, emotional status or life circumstance due to the service being provided.)*

I know more ways to plan for my safety.

I know more about community resources.

The above two outcomes were adopted from Family Violence Prevention Services Act program outcome goals. These two outcomes were chosen because they relate not just to individual level change (safety and well-being), but they also provide evidence, important to state and federal funders, of stronger and safe communities.

Research has demonstrated increasing a crime victims' knowledge of safety planning and of community resources leads to increased safety and well-being over time.

## **Method**

Ideally programs would want surveys from all their clients. Since this is unrealistic each sub grantee should determine what percentage of returned surveys will provide meaningful sampling of the clients they serve. Sampling is an accepted way of collecting information from a part of a group to represent the views and experiences of the group as a whole. For example, public opinion polls may question only 1,000 people, but represent all adults fairly, if they are done carefully. Even the Census is a sample, although strenuous efforts are made to include everyone.

It is important to think about ways to get surveys back from clients in a way that protects their anonymity. Clients should be confident their comments cannot be traced directly back to them. Some clients will not want to give negative feedback to the person who just provided them with services, either because they do not want to hurt the staff member's feelings or because they might think the staff will hold their comments against them. Therefore, some time and effort needs to go into reassuring clients steps have been taken to ensure their comments are anonymous.

The recommended method is to provide the survey to the client in person after they have received a service from the program. This can happen after each service the client receives. A client could complete several surveys on the services they have received. They could be asked to complete a survey after each service, each meeting, each week and each month. Never ask a client to complete a survey who is in crisis.

\*Remember the goal isn't how many surveys you send out or how many you receive back. The goal is to measure the change within the surveys you receive back.

## **Protocols**

Staff members should always take the time to explain the importance of the survey, and how it benefits the program and services. Remind the client the survey is voluntary and it is not a program requirement.

- Explain you understand they are busy and you really appreciate them taking the time to complete the survey.
- Explain the program takes the survey results very seriously and can help to improve services based on feedback received.
- Stress the survey will only take a few minutes to complete.
- Stress the program would appreciate their feedback and completing the survey is completely voluntary on their part.
- Explain the importance of staff not knowing who completed what survey and the number of procedures in place to make sure staff doesn't know who said what. Explain those procedures.

Staff members should be prepared to discuss what happens to the information the client provides. Offer a quiet place in the office to complete the survey or a self addressed

stamped enclosed envelope to mail back the survey will result in a higher return rate. Identify a visible and secure place for completed surveys to be returned.

Mailing surveys out in letter format in vast numbers is not recommended for client safety and client confidentiality issues and usually the numbers of responses on average tend to be a very low percentage. This method is found not to be very effective in receiving completed surveys back.

Surveys can be e-mailed to clients or programs can use a web based survey tool (i.e. Survey Monkey). Electronic methods are considered one of the quickest, least intrusive methods. The responses times and return percentages do increase with these methods and customers appreciate the ease and convenience.

### **Storing the Data**

It is recommended using a database for storing and organizing the data. It does not have to be anything elaborate but it should be capable of organizing the data in a simple and manageable way. Regardless of whether you will be entering the data into a computerized database, or calculating your findings by hand, determine how and where the program will store the data to maximize confidentiality of participants and to minimize the opportunity for someone to mistakenly delete or misplace files.

### **Information Collected**

There are two types of information collected.

- Quantitative – data shown numerically, such as counts & percentages.  
(frequencies & counts)
- Qualitative – data in the form of words.  
(open ended questions & space for comments)

It is recommended to set specific times to review the outcome information gathered with staff. This sends a message these outcomes are important, and gives an opportunity to discuss what is working and what needs improvement.

When reporting outcome information externally it is important to give careful thought to how you want to present the outcome information to the public, boards and funders. Some words of advice: Keep it positive and keep it simple.

## **Funding Guidelines**

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### **State General Funds for Serving Victims of ALL Crimes**

The 2005 legislature appropriated state general funds to provide resources for programs across the state to provide basic services for victims of all crime.

#### **Eligible Activities:**

- ❑ Crisis Intervention
- ❑ Assistance and support during criminal justice proceedings, including post-conviction assistance
- ❑ Information on compensation and assistance in filing claims
- ❑ Emergency financial and shelter assistance
- ❑ Referrals to other service providers as needed
- ❑ Assistance in securing victim's rights and intervening as needed with employers, creditors and others

### **State General Funds for Domestic Violence Sexual Assault Services**

In 1984, the Wyoming Legislature appropriated state general funds for the purpose of providing shelter, crisis intervention and prevention education relating to family violence and sexual assault.

#### **Eligible Activities:**

- ❑ Crisis Intervention
- ❑ Support Groups
- ❑ Promote Awareness and Services
- ❑ Shelter Services
- ❑ Legal advocacy
- ❑ Personal Advocacy
- ❑ Medical Advocacy
- ❑ Children's programs (for children who are exposed to DV)
- ❑ Assist victims in completing victim compensation applications

#### **Unallowable Activities:**

Lobbying and lobbying related activities.

Fundraising

Research projects

Batterer Intervention programs

Anger management classes

Purchase of equipment including computers and law enforcement equipment (i.e, guns, ammunition, bullet proof vests and radios).

### **State Child Advocacy Centers Funds**

In 2008, the Wyoming legislature appropriated funds to support services and response, including a team approach, to child victims of physical and sexual abuse.

**Eligible Activities:**

- ❑ Forensic Interviewing
- ❑ Advocacy, Services and Referrals
- ❑ Counseling
- ❑ Provide a forum for interdisciplinary case review of child abuse and neglect cases with the goal of increasing cooperation among the various agencies tasked with providing services for victims of child abuse and neglect
- ❑ Increase community awareness of child abuse and neglect through education and prevention programs in partnership with national and state child abuse prevention programs.

**State Surcharge Funds**

Wyoming Courts assess a surcharge on criminal offenders in addition to other fines and penalties. A portion of these state surcharge funds are distributed to eligible victim service programs which serve victims of all crimes. A portion of surcharge funds must be used exclusively for emergency victim assistance. The remainder may be used for a variety of purposes, including but not limited to: staff enhancements, training, outreach, and supplies.

**Eligible Activities:**

- ❑ A minimum of 15% of each individual programs allocation must be used for emergency victim services. Programs may use these funds to assist victims with expenses for damages not covered by victim's compensation, i.e. property damage, change locks, replace broken windows, etc.
- ❑ The remaining 85% may be allocated at the discretion of each program. Acceptable uses include: salary enhancements, training, public relations, outreach, etc.

**State Salary Funds**

Salary Increase funds are available to offer Domestic Violence & Sexual Assault programs and Victim/Witness programs staff a fair and competitive wage. These funds are distributed equally to each eligible program. The only requirement is programs shall use these funds for salaries only. Programs can use these funds for salary increases or use these funds to augment the decrease from other funding sources.

**Violence Against Women Act (VAWA) Funds**

Since 1995, Violence Against Women Act (VAWA) - STOP funds have been appropriated annually by Congress to support communities in their efforts to hire and retain criminal justice and victim service personnel that respond to violent crimes against women as a way to develop and strengthen effective law enforcement, prosecution strategies, and victim services in cases involving violent crimes against women.

The Violence Against Women Act of 2000, Public Law No. 106-386m (VAWA II) was enacted on October 28, 2000. VAWA II reauthorizes important grant programs created under the Violence Against Women Act of 1994 and other legislation, establishes new programs, and strengthens federal laws.

VAWA 2005 was passed near the end of 2005, extending the VAWA program through 2008. Due to VAWA's limited funding span, VAWA grants are funded for one year. Grant funding may be renewed for additional years; however, all funding proposals compete yearly on an equal basis.

For the purpose of the VAWA program, "Direct Services" are defined as those efforts:

- ❑ to respond to the emotional and physical needs of crime victims,
- ❑ to assist victims of crime in stabilizing their lives after a victimization,
- ❑ to assist victims in understanding and participating in the criminal justice system, and
- ❑ to provide victims of crime with a measure of safety.

With changes made to VAWA 2005, there were some clarifications and expansions of who can be served with VAWA funds:

- ❑ Adult victims (female or male) of domestic violence and their children. This may include a support group for children witnessing domestic violence, for instance, and does not depend upon the parent receiving services.
- ❑ Adult victims (female or male) of sexual assault.
- ❑ Agencies may provide services to non-perpetrating spouses/partners of sexual assault victims.
- ❑ Adult victims of stalking.
- ❑ Teens who are victims of dating violence. (Dating violence may include sexual assault and/or stalking within the context of a dating relationship.)

VAWA funds cannot be used for outreach or public relation programs.

#### **Victim Services (VS) funds:**

- ❑ Funded on a formula basis based on population to nonprofit, nongovernmental victim services agency providing services to victims of domestic violence, sexual assault and stalking.
- ❑ Maintain core victim services and criminal justice initiatives, while supporting complementary new initiatives and emergency services for victims and their families.
- ❑ Emergency funds for direct services to victims of domestic violence, sexual assault or stalking.
- ❑ Salary for a person who provides direct services to victims of domestic violence, sexual assault or stalking.
- ❑ Within the allocation of VAWA funds for direct victim services, 10% must go to culturally specific community-based organizations.

#### **Law Enforcement (LE) funds:**

- ❑ Develop and enhance specialized units of law enforcement to respond to violent crimes against women.

- ❑ Training for law enforcement to identify and respond more effectively to violent crimes against women.
- ❑ Develop and implement local policies with prosecutors and victim advocate program(s) in responding to violent crimes against women.
- ❑ Training of sexual assault forensic medical personnel examiners in the collection and preservation of evidence, analysis, prevention, and providing expert testimony and treatment of trauma related to sexual assault.
- ❑ Support the placement of special victim assistants (to be known as “Jessica Gonzales Victim Assistants”) within law enforcement agencies.
- ❑ To provide funding to law enforcement agencies, nonprofit nongovernmental victim services providers, and State, tribal, territorial, and local governments, (which funding stream shall be known as the Crystal Judson Domestic Violence Protocol Program) to promote—
  - The development and implementation of training for local domestic violence service providers, and to fund victim services personnel, to be known as “Crystal Judson Victim Advocates,” to provide supportive services and advocacy for victims of domestic violence committed by law enforcement personnel:
  - The implementation of protocols within law enforcement agencies to ensure consistent and effective responses to the commission of domestic violence by personnel within such agencies (such as the model policy promulgated by the International Association of Chiefs of Police[‘Domestic Violence by Police Officers: A Policy of the IACP, Police Response to Violence Against Women Project’ July 2003];
  - The development of such protocols in collaboration with State, tribal, territorial and local victim services providers and domestic violence coalitions.
- ❑ Other law enforcement projects targeting improving services to women who are victims of domestic violence, sexual assault and stalking may also be considered.

#### **Prosecution (P) funds:**

- ❑ Create and implement specialized Prosecution Units for violence against women.
- ❑ Provide statewide or regional training for prosecutors on violence against women issues.
- ❑ Develop and implement local policies with law enforcement agencies and victim advocate program(s) in responding to violent crimes against women.
- ❑ Other needed prosecutor projects serving women who are victims of stalking, sexual assault or domestic violence.

#### **Discretionary (D) funds:**

- ❑ Provide training, develop, install and expand data collection and communication systems to identify and track arrests, protection orders, violations of protection orders, prosecutions and convictions for violent crimes against women.
- ❑ Develop, enlarge and strengthen programs to assist law enforcement, prosecutors, courts and victim service providers to address and recognize the

needs and circumstances of older and disabled individuals who are victims of domestic violence and sexual assault.

- ❑ Develop regional or statewide training on violent crimes against women.
- ❑ To provide direct services to women who are victims of DV, SA, and stalking. Funds could be used for salary for staff person providing the direct service; could be emergency funds for victims in need of ER services, transportation, relocation, food, housing, etc.
- ❑ To train sexual assault forensic medical personnel in the collection and preservation of evidence, analysis, prevention, and providing expert testimony and treatment of trauma related to sexual assault.
- ❑ Other special projects aimed at improving services to women who are victims of violent crimes will be considered.

### **Courts (C) funds:**

- ❑ With the Wyoming Supreme Court State Administrator's annual approval, court funds shall be distributed to domestic violence & sexual assault programs on a formula basis based on population to provide services that benefit the court (i.e. protection orders and court accompaniment.).

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VAWA funds, within the above areas of emphasis, may also be targeted in these areas:

### **Reaching underserved populations:**

The term "underserved populations" includes populations underserved because of geographic location (such as rural isolation), underserved racial and ethnic populations, populations underserved because of special needs (such as limited English proficiency, disabilities, alien status, or age), and any other population determined to be underserved through the state planning process. Funding applications may target these activities:

- ❑ To provide training, awareness and community coordinated response to women who are victims of domestic violence and sexual assault and who are disabled.
- ❑ Production of materials to address violence against women in different languages such as Spanish.
- ❑ Efforts to provide materials and information to remote and isolated rural ranch women.
- ❑ To provide training, awareness and community coordinated response to women who are victims of domestic violence and sexual assault and who are elderly.
- ❑ Efforts to reach immigrant/migrant/seasonal workers in counties such as Goshen, Washakie and Teton counties who may be victims of domestic violence, sexual assault or stalking.

### **Sexual Assault:**

A special focus will be made to expand training, and the provision of services to adult victims of sexual assault, including but not limited to victims of sexual assault in conjunction with domestic violence and sexual assault that may occur in the context of teen dating violence. Funding applications may include serving victims of stranger and



date rape, drug assisted rape, incest and other types of sexual abuse. This focus should be achieved by:

- ❑ Expansion of efforts to create and expand Sexual Assault Response Team (SART) activities in each county.
- ❑ Funding and providing technical support for the development of Sexual Assault Nurse Examiner (SANE) program/activities.
- ❑ Development of support groups for young adults who are victims of sexual assault.

VAWA funds will be used to supplement, not supplant, funds otherwise available for activities funded through this Program

### **VAWA Service Element Definitions**

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Culturally specific community-based organization: A culturally specific community based organization is defined as an organization that: (1) focuses primarily on domestic violence, dating violence, sexual assault, or stalking; (2) has established a specialized culturally specific program that addresses domestic violence, dating violence, sexual assault, or stalking; (3) has a primary focus on underserved populations (and includes representatives of these populations) and domestic violence, dating violence, sexual assault, or stalking; or (4) obtains expertise, or shows demonstrated capacity to work effectively, on domestic violence, dating violence, sexual assault, and stalking through collaboration. Community based, linguistically and culturally specific services and support mechanisms, include outreach activities for racial, ethnic and other under served communities (and linkages to existing services in these populations); and development and distribution of materials on issues related to these described services.

In addition to authorized services (intervention, referral, accompaniment and advocacy through medical, criminal justice and social support systems, crisis intervention, short term individual and group support services and comprehensive and service coordination.) would include support mechanisms that are culturally relevant to the community; developing and distributing educational materials on domestic violence, dating violence, sexual assault and stalking issues.

Dating Violence: The term "dating violence" means violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors: (i) the length of the relationship; (ii) the type of the relationship; and (iii) the frequency of interaction between the persons involved in the relationship. Sexual assault occurring in the context of a dating relationship may also be included in dating violence.

Domestic Abuse: The term "domestic abuse", is defined in W.S. 6-2-501 to 502. It should be understood that domestic abuse applies to any pattern of coercive behavior that is used by one person to gain power and control over a current or former intimate partner. This pattern of behavior may include physical or sexual violence, emotional and

psychological intimidation, threats, verbal abuse, stalking, isolation, and economic control.

**Forensic Medical Examination:** The term forensic medical examination means an examination provided to a sexual assault victim by medical personnel trained to gather evidence of a sexual assault in a manner suitable for use in a court of law as defined in W.S. 6-2-309.

**Indian Tribe:** The term "Indian tribe" means a tribe, band, pueblo, nation, or other organized group or community of Indians, including any Alaska Native village or regional or Village Corporation, which is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

**Jessica Gonzales Victim Assistants:** The term 'Jessica Gonzales Victim Advocate' is an advocate in local law enforcement agencies to serve as liaison between victims of domestic violence, dating violence, sexual assault, and stalking and personnel in local law enforcement agencies. The advocate shall have expertise in domestic violence, dating violence, sexual assault, or stalking and may undertake the following activities—

- ❑ Developing, in collaboration with prosecutors, courts, and victim service providers, standardized response policies for local law enforcement agencies, including triage protocols to ensure that dangerous or potentially lethal cases are identified and prioritized;
- ❑ Notifying persons seeking enforcement of protection orders as to what responses will be provided by the relevant law enforcement agency;
- ❑ Referring persons seeking enforcement of protection orders to supplementary services (such as emergency shelter programs, hotlines, or legal assistance services); and
- ❑ Taking other appropriate action to assist or secure the safety of the person seeking enforcement of a protection order.

**Law Enforcement:** The term "law enforcement" means a public agency charged with policing functions, including any of its component bureaus (such as governmental victim services programs).

**Prosecution:** The term "prosecution" means any public office or agency charged with direct responsibility for prosecution of criminal offenders, including such offices or agency's component departments or bureaus (such as governmental victim's services programs). Prosecution support services, such as overseeing or participating in statewide or multi-jurisdictional domestic violence task forces, conducting training for State and local prosecutors; or enforcing victim compensation and domestic violence-related restraining orders shall be considered "direct responsibility" for purpose of this program.

**Sexual Assault:** The term "sexual assault" means any conduct as defined in W.S. 6-2-301 to 312. Sexual assaults are committed by offenders who are strangers to the victim and committed by offenders who are known or are related by blood or marriage to the

victim. VAWA proscribed behavior includes knowingly causing another person to engage in a sexual act by using force against that other person or by threatening or placing that other person in fear. It also includes engaging in a sexual act with a person after knowingly rendering that person unconscious, or after administering to another person by force or threat of force, or without the knowledge or permission of that person, a drug, intoxicant, or other similar substance, thereby substantially impairing the ability of that person to appraise or control conduct. Sexual assault also includes knowingly engaging in a sexual act with another person if that other person is incapable of appraising the nature of the conduct; or physically incapable of declining participation in, or communicating unwillingness to engage in, that sexual act. Sexual assault also includes knowingly engaging in sexual contact with another person without the other person's permission. The VAWA statute also proscribes any attempts to commit any of these acts.

### **Eligible Activities:**

- ❑ To maintain fundamental victim services and criminal justice initiatives, while supporting complementary new initiatives and emergency services for victims and their families.
- ❑ To support statewide, multidisciplinary efforts to coordinate the response of state law enforcement agencies, prosecutors, courts, victim service agencies, and other state agencies and departments to violent crimes against women.
- ❑ To address the needs and circumstances of older and disabled women who are victims of domestic violence, sexual assault, stalking and dating violence.
- ❑ To assist victims of domestic violence, sexual assault, stalking and dating violence in immigration matters.
- ❑ Training law enforcement officers, judges, other court personnel, and prosecutors to more effectively identify and respond to violent crimes against women, including the crimes of sexual assault, domestic violence, stalking and dating violence.
- ❑ Developing, expanding, or strengthening programs addressing stalking.
- ❑ To provide direct services to women who are victims of domestic violence, sexual assault, stalking and dating violence. Funds could be used for salary for staff person providing the direct service; could be emergency funds for victims in need of ER services, transportation, relocation, food, housing, etc.
- ❑ To support formal and informal statewide, multidisciplinary efforts, to the extent not supported by State funds, to coordinate the response of State law enforcement agencies, prosecutors, courts, victim services agencies, and other State agencies and departments, to violent crimes against women, including the crimes of domestic violence, sexual assault, stalking and dating violence;
- ❑ To train sexual assault forensic medical personnel examiners in the collection and preservation of evidence, analysis, prevention, and providing expert testimony and treatment of trauma related to sexual assault.

**Ineligible Activities:**

- ❑ VAWA funds may not support legal or defense services for perpetrators of violence against women, but they may support batterers' intervention programs, if the intervention is part of a graduated range of sanctions that use the coercive power of the criminal justice system to hold abusers accountable for their criminal actions and for changing their behavior.
- ❑ VAWA funds may support the expansion of shelter services for battered women to include programs for their children but not to support violence prevention curricula in schools.

**Match Requirements**

No match requirements.

**Unallowable Activities**

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- ❑ Lobbying and lobbying related activities
- ❑ Fundraising
- ❑ Research projects
- ❑ Batterer Intervention programs
- ❑ Anger management classes
- ❑ Purchase of certain law enforcement equipment, including but not limited to guns, ammunition, bullet proof vests and radios.

**VAWA Sexual Assault Services Program (SASP)**

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The Sexual Assault Services Program (SASP), created by the Violence Against Women Act of 2005 (VAWA 2005), is the first federal funding stream solely dedicated to the provision of direct intervention and related assistance for victims of sexual assault. Overall, the purpose of SASP is to provide intervention, advocacy, accompaniment, support services, and related assistance for all adult, youth, and child victims of sexual assault, family and household members of victims, and those collaterally affected by the sexual assault.

The SASP supports efforts to help survivors heal from sexual assault trauma through direct intervention and related assistance from social service organizations such as rape crisis centers through 24-hour sexual assault hotlines, crisis intervention, and medical and criminal justice accompaniment. The SASP will support such services through the establishment, maintenance, and expansion of rape crisis centers and other programs and projects to assist those victimized by sexual assault.

## **STATUTORY PROGRAM PURPOSES/ALLOWABLE ACTIVITIES**

By statute, funds under the SASP Formula Grant Program may be used for the following purpose:

- To support the establishment, maintenance and expansion of rape crisis centers and other programs and projects to assist those victimized by sexual assault.

SASP funds shall be used to provide grants to rape crisis centers and other non-profit, non-governmental organizations, including faith-based and other community organizations, for programs and activities that provide direct intervention and related assistance. Intervention and related assistance may include:

- 24-hour hotline services providing crisis intervention services and referral;
- Accompaniment and advocacy through medical, criminal justice, and social support systems, including medical facilities, police and court proceedings;
- Crisis intervention, short-term individual and group support services, and comprehensive service coordination and supervision to assist sexual assault victims and family or household members;
- Information and referral to assist the sexual assault victim and family or household members;
- Community-based, linguistically and culturally specific services and support mechanisms including outreach activities for underserved communities; and
- The development and distribution of materials on issues related to the services described in the previous bullets.

## **UNALLOWABLE ACTIVITIES**

Grant funds under the SASP Formula Grant Program may not be used for any unauthorized purposes, including but not limited to the following activities:

- Lobbying
- Fundraising
- Research projects
- Physical modifications to buildings, including minor renovations
- Sexual Assault Forensic Examiner projects
- Criminal justice-related projects, including law enforcement, prosecution, courts and forensic interviews and
- Providing domestic violence services that do not relate to sexual violence.

### **Match Requirements**

**No match required.**

## **Family Violence Prevention Services Act (FVPSA) Funds**

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Purpose of FVPSA is to assist programs in supporting the establishment, maintenance and expansion of programs and projects to prevent incidents of family violence and to provide immediate shelter related assistance for victims of family violence and their dependents. The FVPSA reauthorization of 2010 bill was signed into law December 20, 2010. The reauthorization bill enhances upon FVPSA efforts in improvements to the National Domestic Violence Hotline, initiatives in teen dating violence, services to the nation's territories and program's helping children who witness violence and more.

### **FVPSA Service Element Definitions**

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#### People Served (unduplicated count)

**Residential** – Number of new domestic violence victims/survivors seen for the first time during this reporting period, counted once regardless of the number of times victim may be served during the fiscal year. Count should be within program only and not unduplicated across programs statewide. Number should include unduplicated counts for both residential and non-residential services. Clients who received shelter (residential services) should be counted in this category only.

**Non-Residential** – Clients who received only non-residential services should be counted in this category.

**Youth IPV Victim** – Where youth under the age of eighteen (18) are identified as victims of Intimate Partner Violence (IPV), count in subset "Youth IPV victims." For example, a program served one-hundred (100) children & youth, eight (8) identified as IPV victims. Report as Children & Youth – one-hundred (100); Youth IPV Victim – eight (8).

#### Demographics

**Race/Ethnicity** – Black or African American; American Indian & Alaska Native; Asian; Hispanic or Latino; Native Hawaiian & Other Pacific Islander; White; Unknown/Other. Clients may self identify in more than one category; therefore total number may exceed number of unduplicated clients.

**Gender** – Female; Male; Not Specified.

**Age** – 0-17; 18-24; 25-59; 60+; Unknown

#### Volunteers

Can be from all areas, including programmatic (e.g. advocacy, transportation) and administrative services (e.g. board members, data entry.)

#### Residential Services

**Shelter nights** – Shelter includes onsite shelter managed by the domestic violence program, program-sponsored hotel rooms and safe houses – residences of volunteers who offer their private homes for short-term crisis situations, or other temporary housing that your program arranges. Include victims of domestic violence and their dependents only. A night should be counted for each person who arrives and is provided a shelter

bed. Count the # of people housed multiplied by the # of nights. For example, a victim/survivor and her three (3) children stay in the shelter or safe house for five (5) nights – four (4) people x five (5) nights = twenty (20) shelter nights.

Unmet requests for shelter – Unmet requests for shelter due to program being at capacity. Count the adult victims of domestic violence only. This count should not include individuals who were not served because their needs were inappropriate for the services of your program, e.g. homelessness not related to domestic violence. Count the total number of times requests for shelter was declined.

### Related Services and Assistance

Crisis/Hotline Calls – Calls received on any agency line that relate to an individual or family in need of some kind of service. Count all calls including repeat callers and calls from third parties. Do not count: donations; general information about program or violence issues unrelated to a specific individual or family; calls from the media; etc.

### Supportive Counseling & Advocacy

Individual – Supportive services provided to adults which extend beyond a brief, isolated contact; e.g. crisis intervention, safety planning, individual counseling, peer counseling, educational services, legal advocacy, personal advocacy, housing advocacy, medical advocacy, information/referral, transportation, home visits, etc. Count total number of hours and/or service contacts provided regardless of length. A contact could be a brief advocacy session in shelter or several hours to accompany a survivor to court. Do not count brief encounters such as distribution of tokens, supplies, toiletries, etc. *For programs using time increments, report total hours; for programs that count service contacts/occurrences, report total service contacts. If both are collected, report both.*

Group – Supportive services to adult victims in a group setting such as victims' support group. Total number of hours and/or sessions for each individual in attendance, e.g. five (5) hour long support groups with ten (10) individuals at each = fifty (50) service contacts and/or fifty (50) hours.

### Supportive Counseling/Advocacy for Children & Youth

*Individual* – Supportive services provided to children which extend beyond a brief, isolated contact, e.g. crisis intervention, safety planning, individual counseling, peer counseling, educational services. Children include anyone under the age of eighteen (18), unless legally emancipated. Count total number of hours and/or service contacts.

*Group* – Supportive services provided to children in a group setting, such as child-witness support groups. Total number of sessions for each individual in attendance, e.g. four (4) hour long support groups with eight (8) individuals at each = thirty-two (32) service contacts and/or thirty-two (32) hours.

### Activities for Children & Youth

*Individual* – All activities external to child advocacy including unplanned/unstructured contacts such as mentoring opportunities. Total number of hours and/or service contacts.

*Group* – All activities external to child advocacy including recreational activities, child care, etc. Total number of hours and/or service contacts, for example a three (3)-hour field trip for four (4) children = four (4) service contacts and/or twelve (12) hours.

### Community Education

*Adults* – All presentations of information or trainings about domestic violence and/or services related to victims of domestic violence and their children, such as training for health professionals. Presentations for mixed-aged audience should be included. Total number of training and community education presentations and total number of individuals attending.

*Youth Targeted* – Presentations that are specifically targeted for audiences of children or youth such as school-based prevention programs should be counted under the Youth section. Total number of training and community education presentations and total number of individuals attending.

*Public Awareness Activities* – All domestic violence-focused information forums where domestic violence information is distributed and developed and an exact count of audience cannot be obtained, such as: press conferences; booths at health fairs; etc. Count the number of such activities. Use the narrative questions to describe any events of particular significance.

### Service Outcome Data

Outcome data shall be collected for each program area (i.e. group counseling, shelter) Sub grantees shall report how many surveys are completed and the responses they received for each of the outcome questions.

#### Eligible Activities:

- ☐ Primary activity must be sheltering of family violence victims
- ☐ Services to women and children
- ☐ 24-hour, 7-day a week crisis intervention services
- ☐ Prevention education
- ☐ May use a portion of FVPSA funds to make modifications to safe house and public office to improve accessibility
- ☐ Not less than 70% of funds are to be used for shelter and shelter related activities
- ☐ Remaining up to 30% can be used for prevention and outreach for DV victims and their children
- ☐ No more than 5% of FVPSA funds may be used for administration
- ☐ No direct payments to victims can be made

### Match Requirements

**No match required.**



## **Victim of Crime Act (VOCA) Funds**

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VOCA's purpose is to provide direct services to victims of crime. "Services to victims of crime," means those activities directly benefiting *individual* crime victims to ensure the availability of comprehensive services to all victims of crime in Wyoming. Each year a portion of VOCA funds are set aside for special projects

Services under this program are to: (1) respond to the emotional and physical needs of crime victims; (2) assist primary and secondary victims of crime to stabilize their lives after victimization; (3) assist victims in understanding and participating in the criminal justice system; and (4) provide victims of crime with a measure of safety and security such as boarding up broken windows and replacing and repairing locks.

Funds are to be used to start a new victim assistance program OR enhance or expand existing services to victims in the community.

\*New Programs – Those programs that have not yet demonstrated a record of providing services may be eligible to receive VOCA funding, if they can demonstrate that a minimum of 25 percent of their financial support comes from non-federal sources. It is important organizations have a variety of funding sources besides federal funding in order to ensure their financial stability.

Volunteers: Federal VOCA guidelines require the use of volunteers in the provision of direct services to victims. Volunteers must be used in the provision of direct services within a VOCA-funded agency, regardless of whether the volunteers' hours are being used as match for the sub grantees VOCA award. If volunteer hours are being used by a sub grantee to meet the VOCA match requirement, activities conducted by volunteers must be directly related to the provision of services to victims. Volunteer hours donated by members of a sub grantee's board can only be counted as match if/when they are directly related to the provision of services to crime victims.

Free Services: Federal guidelines require no income eligibility standard will be imposed on individuals receiving assistance or services from programs supported with VOCA funds.

### **VOCA Service Element Definitions**

Assistance in Filing Compensation Claims: VOCA funds can be used to make victims aware of the availability of crime victim compensation, assist victims in completing the required forms, or assist in gathering the needed documentation, etc. It may also include follow-up contact with the victim compensation agency on behalf of the victim.

Crisis Counseling: VOCA funds can be used to provide in-person crisis intervention, emotional support, guidance and counseling provided by advocates, counselors, mental health professional, or peers. Such counseling may occur at the scene of the crime, immediately after a crime or on an ongoing basis.

**Crisis Hotline:** VOCA funds can be used to provide services through the operation of a 24-hour telephone service, 7 days a week, and includes telephone counseling for victims and survivors

**Criminal Justice Support/Advocacy:** VOCA funds can be used for assistance and advocacy to victims at any stage of the criminal justice process, to include post-sentencing services and support.

**Emergency Financial Assistance:** VOCA funds can be used to assist victims with transportation, food, clothing, and emergency housing. This includes services which offer an immediate measure of safety to crime victims, such as boarding up broken windows and replacing or repairing locks.

**Emergency Legal Advocacy:** VOCA funds can be used to file, assist in filing or completing protection orders, injunctions, elder abuse petitions and child abuse petitions, but does not include criminal prosecution or employment of private attorneys for non-emergency purposes, divorces, or civil restitution recovery efforts. VOCA funds can be used for providing victims of domestic violence with legal assistance such as child custody and visitation proceedings "when such actions are directly connected to family violence cases and are taken to ensure the health and safety of the victim".

**Financial Exploitation:** VOCA funds can be used to serve victims of fraud. Although VOCA funded programs cannot restore the financial losses suffered by victims of fraud, victims are eligible for counseling, criminal justice advocacy, and other support services

**Follow-up:** VOCA funds can be used to provide in-person or telephone contact and written communication with victims to offer emotional support, provide empathetic listening, check on victim's progress, etc.

**Group Treatment/Support:** VOCA funds can be used to provide coordination and provide supportive group activities -which can include self-help, peer, social support, etc.

**Information and Referral: (In-Person):** VOCA funds can be used for in-person contacts with victims during which time services, and available support are identified.

**Personal Advocacy:** VOCA funds can be used to assist victims in securing victim rights, remedies and services from other agencies; locating emergency financial assistance, intervening with employers, creditors and others on behalf of the victim; assisting in filing for losses covered by public and private insurance programs including workers compensation, unemployment benefits, welfare, etc.; accompanying the victim to the hospital, court, etc.

**Restorative Justice:** VOCA fund expenditures can be used for restorative justice opportunities, when such meetings are requested or voluntarily agreed to by the victim. Restorative justice programs must have possible beneficial or therapeutic value to crime victims.

Shelter/Safe House: VOCA funds can be used to provide short-term or long-term housing and related support services to victims and members of their families following victimization.

Telephone Contact: VOCA funds can be used to contact victims during which time services and available support are identified. This does not include calls during which counseling is the primary function of the telephone call.

Therapy: VOCA funds can be used to provide intensive professional psychological or psychiatric treatment for individuals, couples and family members related to counseling for emotional support in crisis arising from the occurrence of crime. This includes the evaluation of mental health needs, as well as the actual delivery of psychotherapy.

Transportation: VOCA funds can be used to provide necessary transportation to a shelter, court, hospital, doctor appointments, etc.

Victims with Disabilities: VOCA funds can be used to purchase such items such as Braille equipment for the blind or TTY/TTD machines for the deaf, or to make minor building improvements that make services more accessible to victims with disabilities.

### **Eligible Activities:**

To be eligible for VOCA funding, a service must be a direct service to victims of crime. Direct services are:

- ❑ Services that immediately respond to the emotional and physical needs (excluding medical care) of crime victims such as crisis intervention, accompaniment to hospitals for medical examinations, hotline counseling, emergency food, clothing, transportation and shelter, emergency legal assistance and other emergency services that are intended to restore the victim's sense of dignity and self-esteem;
- ❑ Counseling, group treatment and therapy;
- ❑ Advocacy on behalf of crime victims including accompaniment to criminal justice offices and court, transportation to court, child care to enable victims to attend court, restitution advocacy and assistance with victim impact statements;
- ❑ Services which offer an immediate measure of safety to crime victims such as boarding up broken windows and replacing locks;
- ❑ Forensic medical examinations for sexual assault victims;
- ❑ Costs necessary and essential to providing direct services such as pro-rated costs of rent, telephone service, transportation costs for victims and local travel expenses for direct service providers;
- ❑ Costs directly related to providing direct services through staff including salaries and fringe benefits; and
- ❑ Opportunities for crime victims to meet with perpetrators, which are voluntarily agreed to by the victim and have a beneficial or therapeutic benefit to the victim.

The following are services or activities not generally considered direct services but can be eligible for limited VOCA funding:

- ❑ Skills training for staff
- ❑ Equipment and furniture;
- ❑ Contracts for professional services;
- ❑ Operating costs including supplies, printing, postage, brochures which describe available services, books and other victim-related materials;
- ❑ Supervision of direct services staff and volunteer coordinators;
- ❑ Repair or replacement of essential items;
- ❑ Presentations made in schools, community centers or other public forums designed to identify crime victims and provide or refer them to needed services.

### **Ineligible Activities:**

The following services, activities and costs cannot be supported with VOCA funds:

- ❑ Lobbying and administrative advocacy;
- ❑ Perpetrator rehabilitation and counseling;
- ❑ Needs assessments, surveys, evaluations, studies and research efforts;
- ❑ Activities directed at prosecuting an offender and/or improving the criminal justice system's effectiveness (i.e forensic interviewing that includes psychological assessment.);
- ❑ Fundraising activities;
- ❑ Indirect costs;
- ❑ Nursing home care, home health care and hospital care;
- ❑ Relocation expenses;
- ❑ Salaries, fees and reimbursable expenses associated with administrators, executives directors, board members, etc.;
- ❑ Development of protocols, interagency agreements and other working agreements;
- ❑ Costs of sending individual crime victims to conferences;
- ❑ Development of training materials;
- ❑ Crime prevention activities;
- ❑ Preparing grant applications and other funding requests; and
- ❑ Attending meetings for task forces commissions, working groups, coalitions and/or multidisciplinary teams.

### **Match Requirements**

VOCA – 20% - may be cash or in-kind but match funds may not be federal or otherwise obligated funds. (Exceptions - Native American Tribes - 5% & new programs-25% match)

## Policy Development

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### Introduction

The Wyoming Division of Victim Services (DVS) Rules and Regulations require all grantees to develop, adopt and maintain operational, personnel and fiscal policies to ensure quality of services. The following information is a detailed list of the required policies and information to consider when developing policies.

### Policy Philosophy

Policies exist in an organization to provide guidance to employees in performing their jobs. Well written policies are fundamental to administrative and operational aspects of an organization. Workplace safety and quality is enhanced by well developed policies.

Additionally, victims, clients and the general public benefit as well because of the level of professionalism that can be achieved through these efforts.

Policies are management's tools to achieve overall efficiency and effectiveness in day-to-day operations and decision making. They are designed to communicate management's intent and help management focus its resources. Employees who do not understand the meaning of a policy are responsible for contacting a supervisor for clarification.

Policies are subject to change with appropriate notice as conditions warrant. Management has a responsibility to ensure policies are legal, current and appropriate. Review of policies by management should be conducted and documented annually.

### **Mission Statement** *DVS Rules Chapter 10 Section 4 (a)*

A mission statement should be short, succinct statement of purpose, including clearly written goals and objectives. The program's mission and goal statements are global and general, describing desired states or results.

### **Services** *DVS Rules Chapter 8 Section 5 (b) & Chapter 10 Section 9 (a), (b) & (c)*

A policy that describes services provided by the program, the geographic area served, who's eligible for services and how the program will serve people with special needs, to include persons with disabilities. When several of the same types of programs operate concurrently in a single area, it may help to identify overlapping service areas.

### **Policies** *DVS Rules Chapter 8 Section 5 (i)*

Program practices and policies (e.g., interagency protocols, staff policies, job descriptions) should be reviewed on a regular basis with the effective date clearly marked. On revision of policy, programs are encouraged to put changes in writing and distribute these to all affected staff and other pertinent people prior to implementation of changes.

### **Governing Body** *DVS Rules Chapter 8 Section 4 (c)*

The governing body shall establish policies, committees or other procedures to ensure the program is adequately funded, housed, staffed, and equipped to accomplish its goals and to comply with Wyoming state statute and the applicable Office of the Attorney General Division of Victim Services Rules and Regulations.

Written personnel and operational policies shall be developed, adopted, and maintained by the program. These policies shall be reviewed and approved by the governing body and dated to indicate each date of review.

The governing body shall have a funding policy, which includes monitoring and approval of allocations of funds.

Policy includes:

- Budget development and funding philosophy for providing services to victims.
- How internal monitoring of funds will be accomplished.
- Organizational responsibility for monitoring all financial aspects of the program.
- Reporting expenditure of funds to governing entity.
- Authorization process for expenditures.

### **Conflict of Interest** *Wyoming Statute 9-13-105 & 17-19-831, DVS Rules Chapter 9 Section 3 (f) & Chapter 11 Section 3 (d)*

Victim service boards and providers often have easy and uncensored and unquestioned access to people, information, resources and positions of trust not easily available to the general citizen. This “freedom of office” must be governed and controlled if the public trust is to be preserved. Failure to do so will severely restrict the ability of the program to provide its services in an effective and efficient manner. When conflicts of interest occur between the private rights of a board member and/or staff member as a citizen and the privileged rights attributed to the member’s position with the program, management must bring about a reasonable balance. When this balance cannot be made and the member’s interests are in promoting their own personal interests, management must initiate action designed to promote the mission of the program.

The governing body shall prevent conflicts of interest between individual governing body members and the program.

Board members and employees shall not create conflicts of interest or potential conflicts of interest with the duties and obligations of their positions in the organization.

Victim service work requires that members do not compromise the integrity, trust or confidence inherent in their offices.

### **Equal Employment Opportunity Plan (EEOP) *DVS Rules Chapter 9 Section 8 (c)***

An Equal Employment Opportunity Plan (EEOP) is a comprehensive document that analyzes a recipient's relevant labor market data, as well as the recipient's employment practices, to identify possible barriers to the participation of women and minorities in all levels of a recipient's workforce. Its purpose is to ensure the opportunity for full and equal participation of men and women in the workplace, regardless of race, color, or national origin.

If you are unsure if your organization must comply with the EEOP requirement, the online system will guide you through a step-by-step process to answer the question.

[http://www.ojp.usdoj.gov/about/ocr/eeop\\_comply.htm](http://www.ojp.usdoj.gov/about/ocr/eeop_comply.htm)

### **Federal Civil Rights (Nondiscrimination Policy) *DVS Rules Chapter 9 Section 8 (c)***

A policy that promotes equal service access for all individuals and (when applicable) to ensure that training and education are available to the community served. Programs are not to deny service on the basis of race/ethnicity, language, sex, gender, age, sexual orientation, (dis)ability, social class, economic status, education, marital status, religious affiliation, residency, or HIV status. If program service is inappropriate for an individual, referrals are to be provided to that person.

The policy shall describe the manner the program uses for assessing and maintaining an environment of nondiscrimination. Programs are to make specific, continuous efforts to ensure equity to staff in recruitment, retention, promotion, assignment, and salaries, including direct service staff, administrative staff, support staff, and volunteers.

Programs are encouraged to describe how their components (staff composition, resource allocation, program leadership, speaker series and special programs, research, and other initiatives) reflect understanding of and respect for diversity. Ongoing efforts should be made to enhance cultural competence of staff.

Policy includes:

- Reference to the following civil rights laws:
  - Title VI of the Civil Rights Act of 1964
  - The Omnibus Crime Control and Safe Streets Act of 1968
  - Section 504 of the Rehabilitation Act of 1973
  - Title II of the Americans with Disabilities Act of 1990
  - Title IX of the Education Amendments of 1972
  - The Age Discrimination Act of 1975
  - Wyoming Fair Employment Practices Act
- Identification and definition of protected categories (race, color, religion, national origin, sex, age, and disability)

- Clear explanation regarding who is covered/not covered by the policy (should apply to individuals served, employees, volunteers, applicants, the public)
- Prohibition of discrimination and behaviors, which, if repeated, could constitute discrimination
- Definition and prohibition of harassment on the basis of race, color, religion, national origin, sex, age, or disability
- Clear guidance for individuals to follow in filing an employment or services complaint or a complaint alleging retaliation for filing an employment or services complaint, including timelines for filing complaints, identification of the organization's "Civil Rights Officer," if applicable, and manner in which complaints may be submitted
- Clear guidance for notifying individuals served how to file complaints alleging discrimination against the organization with the Division of Victim Services or the Office of Civil Rights
- Clear guidance for employees to follow when receiving complaints alleging employment or services discrimination, including referral to "Civil Rights Officer" and/or external agencies
- Clear guidance regarding the evaluation, investigation, resolution, and appeal process of an employment or services complaint by the organization
- Prohibition of retaliation for filing an employment or services complaint
- Clear guidelines regarding policy dissemination and training provisions for employees

**Requirement for the program to supply copies of the findings to the Office of Civil Rights Compliance, Office of Justice Program and the DVS in the event of a finding of discrimination after a due process hearing.**

**Discrimination on the Basis of National Origin - Limited English Proficient (LEP) Individuals** *DVS Rules Chapter 9 Section 8 (c)*

Under Title VI of the Civil Rights Act of 1964 (and the Safe Streets Act), recipients are required to provide LEP individuals with meaningful access to their programs and services. Title VI's prohibition of discrimination on the basis of national origin has been interpreted by courts to include discrimination on the basis of English proficiency. Providing "meaningful access" will generally involve some combination of oral interpretation services and written translation of vital documents.

Agencies are required to *examine* the services they provide, *identify* any need for services to those with limited English proficiency (LEP), and *develop and implement* a system to provide those services so LEP persons can have meaningful access to them.

To meet LEP requirements, agencies need to assess the following:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program;



2. The frequency with which LEP individuals come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people's lives (such as safety or shelter); and
4. The resources available to the program and the costs associated with meeting the needs of LEP persons.

Policy includes:

- Definition of LEP persons
- Identification of LEP persons and their language assistance needs
- Assurance of meaningful access by the program
- Efforts to avoid using children and other family members, as well as other clients, as interpreters and to obtain interpreters who are trained, neutral, and able to abide by the program's confidentiality policy
- Efforts to ensure that vital documents are translated into the language of each regularly encountered LEP group
- Methods for notifying LEP persons of the availability of services, which must be free of charge
- On-going monitoring and evaluation in regard to the appropriateness of the LEP policy/practices of the program in complying with federal requirements and effectively meeting the needs of LEP persons
- Training for staff and volunteers
- Inclusion of language access costs in budget and fundraising efforts.

### **Federal Civil Rights Laws Training** *DVS Rules Chapter 9 Section 8 (c)*

Title VI of the Civil Rights Act of 1964 declares discrimination shall not occur in connection with programs and activities receiving Federal financial assistance. This section states the general principle that no person in the United States shall be excluded from participation in or otherwise discriminated against on the ground of race, color, or national origin under any program or activity receiving Federal financial assistance

Title VII of the Civil Rights Act of 1964 prohibits employers from discriminating because of a person's race, color, religion or national origin. It also prohibits discrimination of those who are affiliated with associations or individuals covered in the protected categories.

Preventing employment discrimination from occurring in the workplace is the first place to remedying the consequences of discrimination. The Equal Employment Opportunity Act requires all employees understand, prevent and correct discrimination in the workplace. Grantees shall provide training to program staff that includes the DVS complaint procedures that address civil rights violations and discrimination complaints from either program staff or from people receiving services from the grantee and make

available the DVS contact information. DVS, 122 West 25<sup>th</sup> Street, Cheyenne, WY. 82002 - #307-777-7200. Email - [victimservices@wyo.gov](mailto:victimservices@wyo.gov).

### **Drug-free Workplace Policy** *DVS Rules Chapter 8 Section 5 (i)*

A drug-free workplace policy protects employees from workplace accidents that are a result of employees working under the influence of drugs or alcohol. Employees will also become more aware of the importance of safety in the workplace and will benefit from a safer work environment by publishing a statement informing all covered employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the covered workplace, and what actions will be taken against employees in the event of violations of such statement.

Policy includes:

- Prohibition of use of alcohol while working or in proximate time of performing work for the organization.
- Prohibition of being intoxicated while performing work duties.
- Prohibition of possession of paraphernalia used for consumption of controlled substances.
- Prohibition of the possession of alcohol on premises.
- Reference to the Drug Free Workplace Act of 1988.
- Requirement that employees taking prescription medications that could affect performance notify their employer.

### **Violence-free Workplace Policy** *DVS Rules Chapter 8 Section 5 (i)*

The protection of employees from violence in the work place is critical. Although we do not normally go to work expecting it to occur, violence can happen in any work place and it can have a serious impact on those affected and their families.

The policy shall ensure that employers take measures to prevent the occurrence of violence in the work place and to ensure employees are protected against work place violence.

Policy includes:

- Prohibition of the use of physical violence in the workplace.
- Prohibition of possession of firearms in the workplace.
- Requirement for employees to notify the director/supervisor of the program if they are the target of violence (domestic violence, dating violence, stalking, etc.).
- Prohibition of threat of violence.

### **ADA/Accessibility Policy** *DVS Rules Chapter 11 Section 3 (a)*

Facility accessibility may be promoted through a variety of methods, such as proper

posting of signs and providing directions. The program's accessibility by public transportation (as available) should be a consideration. Special thought must be given to domestic violence programs and other programs that may require a confidential or nontraditional location (e.g., home visits, temporary hours in another agency such as a welfare office) and to programs that operate primarily through electronic or phone communications.

In establishing program space, consideration must be given to accessibility to people with disabilities. Every attempt should be made to ensure that offices are free of barriers to mobility and that helping devices (e.g., translation devices) are available for persons with sensory impairments. Consideration might be given to accessibility of services to persons with language needs (e.g., Spanish-speaking) or other special needs.

The policy shall describe the program's methods for maintaining geographic accessibility of services and accessibility over time, including:

- Accessibility of location appropriate to service goals.
- Accessibility of services to people with disabilities and special needs.
- Provision of public information on hours service is available and types of services offered.
- Provision of information about eligibility criteria to the public.

The policy must also include statements about non-discrimination for employees and applicants for employment because of a disability. Reasonable accommodation for clients and employees is required as a part of the ADA policy.

### **Lobbying Policy** *Wyoming Statute 17-19-831 & 9-13-105*

Lobbying activities using state or federal funds are prohibited. A policy outlining if and how lobbying activities can be carried out is necessary to avoid any potential for interruption of program operations, suspension of funding or illegal activity that could result in litigation or criminal prosecution.

Program policies restrict lobbying and political activities to avoid conflicts. The policy also includes:

- Prohibition from endorsing political candidates.
- Prohibition from endorsing a political position.
- Prohibition from using the program's letterhead, logo, property, website or any other intellectual property to promote a political position or candidate.
- Written direction on how the organization can inform and educate political leaders about issues pertaining to victim services.

### **Sexual Harassment Policy** *DVS Rules Chapter 10 Section 5 (c)*

Harassment of any staff by anyone employed by or contracted by the program has the

effect of unreasonably interfering with an individual's work performance and/or creating an intimidating, hostile, or offensive work environment. The policy prohibits sexual and other forms of unlawful harassment in the workplace and should provide a means by which harassment can be reported, including a means by which it can be reported if the offending party is in the complainant's chain of supervision.

The policy shall describe the program's prohibition of such conduct, immediate and thorough investigation of allegations, appropriate disciplinary action in substantiated cases, and efforts to make paid and unpaid staff aware of their responsibilities and the legal issues involved.

Policy includes:

- Definition of what constitutes sexual harassment.
- Prohibition against sexual harassment.
- Prohibition against creating a hostile work environment.
- Requirement for an employee to immediately cease the harassment once they have received notice at the lowest level in the organization.
- Allowance for the person who is the subject of harassment to immediately tell the offending party to cease the behavior or action of harassment.
- Clear guidance on how sexual harassment or hostile work environment is to be reported to superiors.
- Clear guidance on the investigation of such complaints.
- Clear guidance on timeliness of the investigation of such complaints.
- Documentation of allegations of sexual harassment or hostile work environment complaints and the resolution of those complaints.

**Confidentiality Policy** *DVS Rules Chapter 8 Section 5 (i), Chapter 10 Section 5 (c), Section 8 (a) (b) & Chapter 11 Section 7 (a) (b) (c) (d)*

To promote confidentiality of communication between the victim and a victim assistance provider, the program shall have a written confidentiality policy. The confidentiality policy should allow for ample supervision and consultation. Staff is to make reasonable efforts to limit access to victim information to appropriate program staff whose duties require access.

In communications among providers involved in the case, discussion of confidential case material should not be conducted in public areas. All client information is confidential even after the staff member leaves the program. Any violation of confidentiality by a staff member or former staff member may result in dismissal and/or legal action by the program or by the person served.

Limitations on confidentiality are to be fully disclosed to those served in language they can understand and discuss at the onset of service provision. Programs should make efforts to keep confidentiality agreements simple, clear, and precise.

Programs shall provide documentation that procedures have been developed and implemented, including copies of the policies and procedures, to assure confidentiality of records pertaining to any individual provided family violence prevention or services by any program.

The program shall explain the method by which victims will be advised of the confidentiality limits the program can assure.

The program shall if possible obtain a signed statement from each victim it serves verifying the limits of the confidentiality the program can assure the victim have been made known to the victim. The program shall retain a copy of the signed statement in the victim's file. If it is not possible to obtain a signed statement from the victim, the program shall document the limits of the confidentiality the program can assure have been communicated to the victim.

The program shall note in the victim's file referrals to other service providers.

The program shall disclose information as required by state law.

Volunteers shall be excluded from access to confidential victim information except in regard to the writing of individual case notes regarding the victim to whom they have provided services, and when directed by the program director.

The program shall have one confidentiality policy.

Policy includes:

- Clearly defined terms/limits of confidentiality.
- Disclosure of these terms to those served and to paid and unpaid staff.
- Confidentiality agreement forms between those served and providers.
- Confidentiality agreements between staff and the program.
- As applicable, policies/forms on confidentiality of interagency communications.
- The circumstances under which information can be released to interested third parties.
- Evidence that victims sheltered will not disclose confidential information about other victims.
- Prohibition on communicating client information with persons not entitled.
- Signed confidentiality forms in all staff and volunteer files. All paid and unpaid staff with access to records are to have a signed confidentiality agreement on file with the program.
- Requirement for employees and volunteers to not disclose confidential information beyond the terms of their employment and/or association with the organization.
- Provision holding the violation of the terms of confidentiality as criminally and civilly liable by those who commit the violation.

Policies should also describe the storage and maintenance of staff, volunteer & client files, including:

- Types of files to be maintained.
- Short-term and long-term storage of files. Files are to be maintained in a secure storage area that is accessible only by authorized paid staff and authorized volunteers.
- Destroying files.
- Description of the content in the file.
- Description of who has access to each type of file with limited access to client files.
- Non-disclosure of information in records to non-authorized individuals.
- Clear direction of the steps a client must go through to obtain information in their file.
- Language advising files will only be released in legal proceedings after a valid court order has been issued.

**Mandatory Reporting Policy** Wyoming Statute 14-3-205 and 35-20-103, *DVS Rules Chapter 9 Section 11* (Child Abuse/Neglect, Vulnerable Adults [age 18 and up] Abuse.)

All citizens have a responsibility to protect those who cannot protect themselves. Wyoming state law, however, mandates that workers in certain professions must make reports if they have reasonable cause to suspect abuse or neglect. These people are called mandatory reporters and they are a crucial link in the system to protect Wyoming's most vulnerable citizens. Mandatory reporters are professions that have frequent contact with at-risk populations – infants and children, people who are elderly or dependent and individuals with mental illness or developmental disabilities.

By law, mandatory reporters must report suspected abuse or neglect of a child or vulnerable adult of whether or not the knowledge of the abuse was gained in the reporter's official capacity. In other words, the mandatory reporting of abuse or neglect of children is a 24-hour obligation.

Policy includes:

- Anyone suspecting abuse or neglect of child or vulnerable adult is legally obligated to make a report of the abuse to the proper authorities.
- There should be no restriction in policies, practices or traditions with regard to staff members, including volunteers, from making a direct report to law enforcement.

**Service Eligibility Policy (Plan)** *DVS Rules, Chapter 8, Section 5 (b)*

Programs shall have clearly written criteria to determine if an individual is eligible for services and describe the methods in determining eligibility to receive services.

Wyoming domestic violence and sexual assault service providers shall provide services to domestic violence and sexual assault victims and their children.

Eligibility shall also include victims of sexual assault, incest, domestic abuse, family violence, domestic violence, dating violence and stalking victims. Factors that should be considered in determining eligibility should be:

Current or past history of:

- Physical Abuse
- Threats of Physical Abuse
- Sexual Abuse
- Emotional and/or Psychological Abuse
- Acts which unreasonably restrain personal liberty against a household member, family member or intimate partner.

Once eligibility of services has been determined there are several special circumstances to consider in how to provide services.

Special circumstances include:

- Victim with adolescent male children
- Male victims.
- Fleeing from another state or program.
- Does not have an incident report.
- Is not cooperating with law enforcement.
- Waited “too long” to report a violent incident.
- Have returned to the abuser.
- Continue to have contact with the abuser after leaving.
- Appear angry, hostile or who do not have a warm, friendly personality.
- Is not “cooperative” or “appreciative” of services.
- Have difficulty controlling their children.
- Have been diagnosed with a mental illness or currently takes medication.

If someone is not able to function due to a mental health issue, or is a danger to self or others, transportation should be arranged to have them evaluated at the appropriate facility by a mental health professional.

If someone is intoxicated, transportation and referrals shall be arranged for detoxification before they can receive services.

If denial of services is necessary an appropriate and specific referral plan should be used. This plan should be based on the community resources and services available (i.e. homeless).

If both partners are seeking services the program shall provide services to the partner the program worked with first and refer the second partner to another victim services agency in the community or neighboring community. If it is determined by criminal justice agencies the victim the program is working with is the offender in the incident the program shall stop services immediately.

Wyoming Victim Witness programs shall provide services to all victims of crime. Eligibility requirements to receive services shall be a person who has been subjected to any act constituting a crime or offense under Wyoming law.

### **Crisis Intervention Services Policy**

Crisis situations may occur in any victim service setting and it is recommended programs have a plan in place for addressing such situations.

Crisis intervention services should be directed toward:

- De-escalating a situation.
- Establishing physical and emotional safety.
- Reinforcing the victim's ability to make choices regarding possible courses of action.

If crisis interveners are not licensed mental health professionals, the interveners are aware of resources for mental health backup or consultation. Programs that are not first responders should have guidance for arranging emergency support services, reporting situations to appropriate responders, or taking other action to help the victim connect with immediate aid.

As appropriate, programs are encouraged to develop written policies addressing unusual but foreseeable occurrences relevant to the program's mission (e.g., inmate escapes, undelivered notifications, community disasters, civil disturbances).

### **Documenting Services Policy** *DVS Rules Chapter 11 Section 8 (c)*

The policy shall describe the way service provision is documented, including;

- Intake process
- Dates of service provision.
- Staff member providing service.
- Types of service or referral provided.
- Provisions for future or ongoing service.



**Safety & Transportation Policy** *DVS Rules Chapter 8 Section 6 (b) & Chapter 10 Section 7 (b)*

Safety, cleanliness, and physical space allotments of the building are to be in compliance with health and safety codes and appropriate to program goals. The building is to be in good condition. Waiting rooms and offices are to be kept clean and the physical environment properly maintained to ensure a reasonable degree of comfort. Whenever possible, interviewing rooms are to ensure privacy.

If program staff provides transportation to the people served, car doors are to be locked and small children secured in safety seats. Program policy might discourage staff from transporting intoxicated, psychotic, or actively suicidal people; runaways; or others who may pose a physical threat or liability to people served or staff. Law enforcement or other emergency transport may be warranted under these circumstances.

The policy also addresses measures taken by the program to reasonably ensure that staff and those served are protected from intimidation, threat, and physical assault on or off service premises. These might include processes for handling instances when victims are stalked by offenders (e.g., in domestic violence or gang-related cases) and when victims or offenders threaten staff.

Special consideration should be given to the safety and security of communications with the people served. For instance, messages left on answering machines and electronic mail messages may be intercepted by those who share a dwelling/account with the victim (or, in some cases, by hackers), thereby presenting risk to the victim's privacy and/or safety (particularly in domestic violence situations). Accordingly, any use of such communications should include added security measures and/or minimal disclosure of information about the nature of the case or agency/organization.

A Safety policy describes the program's responsibility for assessing safety including:

- Safety and security and maintenance of grounds and interior for those served and staff.
- Safety of transportation (if any) provided by staff to those served.
- Safety and security of phone, mail and electronic communications with those served.
- Protection for staff and those served from intimidation, threat, and physical assault on and off service premises.

**Children Services Policy** *DVS Rules Chapter 8 Section 10 (b)*

All domestic violence sexual assault service providers shall have policies regarding childcare and advocacy. Providers shall collaborate with other agencies to facilitate better communication and problem solving regarding the children receiving services. Partners may include Department of Family Services and Headstart.

Policy includes:

- Assessment
- Orientation
- Educational plans and school attendance.
- Counseling
- Advocacy
- Non-discipline practiced by staff and residents.
- Age appropriate intervention activities based on the needs of the child.
- Reporting of child abuse/neglect.
- Provision for adequate and secure indoor play space and recreational activities.
- Provision for adequate and secure outdoor space.

Childcare policy includes:

- Evidence individuals providing child care are qualified to do so.
- Evidence of child abuse registry check on child care providers.
- Evidence of check of sex offender registry on child care providers prior to beginning their duties.
- How child care will be provided.
- Non-discipline of children in child care.
- Extent of child care provided.

## **Shelter Services Policies**

Developing shelter policies that both ensure the residents' autonomy and also foster order within the shelter can be difficult. However, for the shelter's existence and residents' well-being and safety, policies are necessary.

In considering shelter policies, programs should make every effort that policies are not so restrictive as to endanger residents or undermine their ability to protect themselves. Residents have most likely left a relationship in which they did not have control or autonomy; it is critical that the shelter does not replicate this dynamic by trying to control all aspects of the residents' conduct or deny them the ability to make choices about their lives.

Policies can include expectations for residents of a shelter to contribute to the shelter's maintenance or require certain levels of participation, while others seek voluntary participation. For example, the staff at the shelter develops a task list and then asks residents to choose a task they prefer to do so she is not assigned a responsibility by someone else.

Policy includes:

- Eligibility for Shelter Services
- Shelter Health and Safety
- Shelter's Location
- Shelter Length of Stay
- Shelter Intake

### **Eligibility for Shelter Services Policy**

According to WSS 1-12-116 (a) (v) "Shelter" means a place of temporary refuge offered on a twenty four (24) hour, Seven (7) days per week basis to victims and their children.

Wyoming domestic violence and sexual assault service providers shall provide shelter services to domestic violence and sexual assault victims and their children free of charge.

Eligibility shall also include victims of incest, family violence, dating violence, elder abuse and stalking.

Factors that should be considered in determining eligibility should be:

Current or past history of:

- Physical Abuse
- Threats of Physical Abuse
- Sexual Abuse
- Emotional and/or Psychological Abuse
- Acts which unreasonably restrain personal liberty against a household member, family member, caregiver or intimate partner.

Once eligibility of services has been determined there are several special circumstances to consider in how to provide services.

Special circumstances include:

- Victim with adolescent male children
- Male victims.
- Fleeing from another state or program.
- Does not have an incident report.
- Is not cooperating with law enforcement.
- Waited "too long" to report a violent incident.
- Have returned to the abuser.
- Continue to have contact with the abuser after leaving.
- Appear angry, hostile or who do not have a warm, friendly personality.

- Is not “cooperative” or “appreciative” of services.
- Have difficulty controlling their children.
- Have been diagnosed with a mental illness or currently takes medication.

If someone is not able to function due to a mental health issue, or is a danger to self or others, transportation should be arranged to have them evaluated at the appropriate facility by a mental health professional.

If someone is intoxicated, transportation and referrals shall be arranged for detoxification before they can receive admission into the shelter to receive services. If denial of services is necessary an appropriate and specific referral plan should be used. This plan should be based on the community resources and services available (i.e. homeless, transient, etc.).

### **Shelter Health and Safety Policy** (Also see Safety & Transportation Policy)

A shelter’s primary responsibility is to provide refuge in a safe and secure environment that empowers residents.

Policy shall describe:

- Compliance with all applicable local and state codes, regulations, ordinances and laws relating to health, safety, sanitation, fire prevention and building standards.
- Americans with Disabilities Act (ADA) Compliance.
- Injury prevention practices that include: secure hand rails, child proofing (i.e. safety locks, stair gates, electrical outlets and clean play areas.) and access to a telephone to call 911.
- Sheltering pets.
- Access to basic first-aid kit, emergency medical supplies, and information regarding emergency and medical procedures, including universal precautions for infectious diseases.
- Staff/volunteers and residents shall know how to access law enforcement and the fire department.
- Functioning locks or alarms (security systems) will be installed on all exterior doors, windows, and other means of access to the shelter facility.
- Sanitation and hygiene practices that include environmental quality, maintenance and sanitation of kitchens, bathrooms, bedding, toys and play area.
- Residents should retain primary control over their personal property and shall be informed about shelter practices on securing items (i.e. cash, prescriptions).

## **Shelter Location Policy**

Chapter 9, Section 9 (a), Programs shall provide assurances that the address or location of shelter facilities shall not be made public except with the written authorization of the person or persons operating the shelter.

Some shelters work to ensure resident security by keeping the shelter's location a secret; residents and staff are instructed not to reveal the address of the shelter. Many victims are stalked and killed by their former partners after they leave. Being able to keep their location a secret not only protects the victim but can also enhance their feeling of being safe.

Efforts to maintain an unknown address can be difficult, however, and are often frustrated by outside parties. Smaller communities may find it difficult to keep the shelter location a secret and it can also be difficult for children, who may not understand why they cannot say where they are living. The logistics of a secret address are also difficult for the residents; they may have to walk a number of blocks before they may call a cab or access public transportation in order to avoid revealing the location of the shelter.

Some shelters have adopted an open address policy because they had found that keeping the location secret reinforced residents' feelings of shame and humiliation in connection with the violence. These shelters have developed strong relationships with their neighbors to help further resident safety; these neighbors are aware of the residents' security concerns and often inform the shelter if they notice suspicious activity.

## **Length of Stay**

The policy shall describe the limits on how long a resident can stay in the shelter. The policies also shall describe any special circumstances for additional shelter time. If a circumstance is presented to the shelter that is not listed in the special circumstances the policy shall describe who will have the authority to approve the extended stay.

## **Shelter Intake**

Shelters will have written procedures regarding their shelter intake process and specific referral procedures that also include specific information relative to male victims seeking shelter.

Shelters shall conduct an orientation for shelter residents regarding services available on-site and referral information which may assist them in the solution of their problems.

Shelters should never mandate involvement with the justice systems (i.e., police or protection orders) as a requirement of admittance or continuance of services.

Shelters should take precautions to protect residents' safety and confidentiality immediately, such as not disclosing information about residents to anyone and restricting access to resident files. However, shelter policies shall allow residents to access their own files.

A brief description of a new resident's situation should be made available to staff, members who may not have been present when the victim arrived to eliminate the need to ask the resident again about their situation.

The intake process shall be face to face and shall include:

- Intake client information (i.e.name, address, date of birth) and any other pertinent information including the following two questions.
  - Is there anyone you would like for us contact in case of an emergency?
  - If you are missing can we contact law enforcement?
- Identify service needs.
- Determine eligibility.
- Conduct orientation, including information about services, staff and volunteers.
- Provide length of stay information.
- Explain confidentiality policy, including records and accessibility.
- Explain release-of-information policy.
- Provide communal living policy, resident rights and privacy matters.
- Review health and safety rules.
- Inform and assist with the Wyoming Crime Victim Compensation Program.
- Develop an individual or family plan of self-defined goals and actions to address needed services to maintain safety and create self-sufficiency (a safety plan.).

Shelters shall have written criteria that define the circumstances under which a resident may be asked to leave the shelter. Agencies will ensure that residents are made aware of the criteria.

Shelters shall also have procedures that will guide staff in facilitating the transition for residents and their children who are being asked to leave the shelter.

Residents shall be informed in writing, reasons they may be immediately evicted from the shelter.

The reasons residents may be evicted include:

- Violation of shelter rules and group living guidelines.
- Divulging the location of the shelter.
- Using or wielding a weapon in the shelter.

- Engaging in physical violence toward another resident or staff/volunteer.
- Possessing or using illegal drugs or alcohol on shelter premises (If this is the reason for eviction, staff should not let person under the influence leave the shelter without transportation arrangements being made.)
- Participation in criminal conduct.

### **Shelter Children Services** (Also see Children Services Policy)

Shelters shall develop policies on the needs of children who will be sheltered with victims which include:

- Assessment
- Orientation
- Educational plans and school attendance
- Counseling
- Advocacy
- Non-discipline to be practiced by staff and residents
- Age appropriate intervention activities based on the needs of the child
- Child care
- Reporting of child abuse/neglect.
- Provision for adequate and secure indoor play space and recreational activities.
- Provision for adequate and secure outdoor space.

### **WyoSAFE Policy**

WyoSAFE is a state owned data collection system providing unduplicated numbers of victims as well as services provided to them.

Policy includes:

- Who has access to WyoSAFE?
- Requirement for upload between the 1<sup>st</sup> and 10<sup>th</sup> of the month.
- Who is responsible for data entry in WyoSAFE?
- How backup of WyoSAFE is done?
- How is data collected and what is the time frame for entry?
- If WyoSAFE data is stored on a laptop, what is the policy for the laptop leaving the facility?

## **Personnel and Volunteer Policies**

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*DVS Rules Chapter 8 Section 5 (i), Chapter 9 Section 4 (a), Chapter 10 Section 5 (c) & Chapter 11 Section 4 (b)*

All formal DVS rules, policies and procedures shall be kept in either hardcopy or electronic form available to staff, volunteers, and other interested groups or individuals. Program shall have job descriptions with qualifications for all staff, Board and volunteer's and who is responsible for developing job descriptions.

There shall be a file maintained on each staff member and volunteer which includes at a minimum, a confidentiality statement signed by the staff member or volunteer, documentation of all training completed and required back ground checks.

**Orientation Policy** *DVS Rules Chapter 8 Section 6 (i) & Chapter 10 Section 5 (c)*

New program staff shall receive a thorough orientation on program policies. Policies are to be readily available to staff in handbooks or some other written or electronic form.

The policy describes the program's supervision of staff, including, as applicable:

- Chain of supervision.
- Hourly/weekly requirements.
- Nature of supervision.
- Varying levels of supervision depending on work experience, training, and position in the program.
- Review of Staff performance.
- Operational Policies.
- Administrative Policies.
- Practices.
- Familiarization with community.
- Location of stakeholder's offices (law enforcement, DFS, hospital, county attorney office, court house and court rooms, clerk of court, other locations as identified).
- Program traditions.
- Employees being promoted or going into a different position must receive information about:
  - Roles and responsibilities.
  - Lines of authority.
  - New duties and expectations.

**Staff Development Policy** *DVS Rules Chapter 8 Section 6 (a) & Chapter 10 Section 5 (c)*

Staff development is the framework for helping employees to develop their personal and organizational skills, knowledge, and abilities. All employees want to be valuable and



remain competitive in the labor market at all times. This can only be achieved through employee training and development.

Employees will always want to develop career-enhancing skills, which will always lead to employee motivation and retention. There is no doubt that a well trained and developed staff will be a valuable asset to any organization and thereby increasing the chances of the employee's efficiency in discharging his or her duties.

Staff development encompasses all types of facilitated learning opportunities, ranging from college degrees to formal coursework, conferences and informal learning opportunities situated in practice. It has been described as intensive and collaborative, ideally incorporating an evaluative stage. There are a variety of approaches to staff development, including consultation, coaching, and communities of practice, lesson study, mentoring, reflective supervision and technical assistance.

Policy includes:

- A statement of commitment.
- Context of staff development.
- Involvement in staff development.
- Role of the individual.
- Role of the organization.
- Quality assurance.

### **Temporary Assignment Policy**

A temporary assignment policy allows the employer to adjust an employees' rate of pay for performing a higher level of work than required of their regular job. For example, an employee who is temporarily assigned to a supervisory position because of a leave of absence by the regular supervisor would be covered under a temporary assignment policy and their pay would be adjusted in accordance with that policy

Policy includes:

- When the change to the rate of pay take effect.
- The maximum amount the employee's pay may increase.
- How the employee's rate of pay will be adjusted back to its original level.

### **Ethical Behavior Policy** *DVS Rules Chapter 8 Section 5 (i)*

The policy shall describe the requirement of all program staff, while serving in the professional role, to abide by program policies. The policy shall also address avoidance of personal relationships with persons served which might exploit professional trust or impair the advocate's objectivity and professional judgment.

The policy describes the specific code-of-conduct for on-the-job performance and includes:

- Compliance with program policies.
- Avoidance of personal relationships with persons served.(i.e. meet during non work hours, provide client with personal phone numbers and take care of clients children and/or pets in staff home)
- Unbecoming conduct.
- Use of alcohol and other drugs.
- Acceptance of gratuities, bribes, or rewards.
- Abuse of authority.
- Proper care and maintenance of equipment.

### **Problem Solving Policy** *DVS Rules Chapter 10 Section 5 (c)*

There are many approaches to problem solving, depending on the nature of the problem and the people involved in the problem. The more traditional, rational approach is typically used and involves clarifying description of the problem, analyzing causes, identifying alternatives, assessing each alternative, choosing one, implementing it, and evaluating whether the problem was solved or not.

Policy includes:

- Chain of command for decision making and problem solving.
- Guidance to resolve employee complaints.

### **Evaluation Policy** *DVS Rules Chapter 10 Section 5 (c)*

A consistent way of recognizing and rewarding staff is necessary. A system for recognizing volunteer performance might also be in place. Programs that present regular awards for meritorious services should ensure that criteria are established for these awards. Programs should consider whether civil service rules or collective bargaining agreements limit ways in which staff may be recognized.

Policy includes:

- Ability for the organization to evaluate performance of an employee at any time.
- A written guideline describes program criteria for recognizing and rewarding staff for good performance.

### **Grievance Policy** *DVS Rules Chapter 8 Section 6 (b)*

Since a formal grievance policy is designed to resolve differences between the staff member and the program, it follows that such policy should be written in clear, concise terms. A written statement of the grievance and the facts on which it is based, a written allegation of the specific wrongful act and harm done, and a written statement of the remedy or adjustment sought are basic information that should be required from a grievant. A form may be designed for this purpose that includes spaces for noting significant times, dates, and actions taken relative to a grievance. Once the grievance has been filed, it is to be handled formally. Each level is to acknowledge receipt by

noting time, date, and person receiving the grievance.

The facts or allegations should be carefully analyzed and affirmed or denied in writing. A legitimate attempt is to be made at each level to resolve the grievance rather than merely passing it on to the next level. If applicable, remedies or adjustments are to be identified in writing. The policy should include an appeal process that goes to a higher level or authority for review. The guideline may identify the levels of appeal, the time limits within which each level should respond, and the final level of authority.

The policy describes the program's process for grievances filed by staff, including, as applicable:

- Matters that are grievable.
- Levels in the program or government to which the grievance may be filed and/or appealed.
- Description of the type of information to be submitted when filing a grievance.
- Procedural steps and time limitations for each level in responding to grievances and appeals.
- Any criteria for staff representation (e.g., on committee, legal counsel).
- Designated staff member who coordinates grievance hearings.

#### **Dismissal Policy** *DVS Rules Chapter 8 Section 6 (b) & Chapter 10 Section 5 (c)*

The disciplinary system should be a positive process directed toward education and development of staff. The system is to be based on confidentiality and fairness to the staff person and the program and should stimulate staff morale and motivation. The system might include training, rewarding, and advising as well as a means of establishing accountability. Finally, the guideline is to be used to establish consistency in any punitive actions.

The policy describes the discipline system including:

- Required documentation.
- Due process and appeals for disciplinary actions.

#### **Background Checks Policy** *DVS Rules Chapter 8 Section 5 (i), Chapter 11 Section 4 (a)*

Implementing a pre-employment background check can reduce workplace loss, retain the best employees and mitigate an organization's risk. Candidates and employees should have a full understanding of the organization's policies, practices and procedures, especially when conducting post-hire screenings.

Always have a signed release authorizing the right to conduct a background check throughout employment and be consistent with your post employment screening

Criminal history checks are required for all staff and volunteers that work with children. Identifying applicants who have a criminal history prior to employment may assist the hiring authority in making a final hiring decision.

Pre-employment background check includes:

- Application.
- Interview with applicant.
- Signed authorization for background by applicant.
- Verification of qualifications to perform duties listed in job description.
- Evidence that a criminal history check has been completed.
- Evidence of a check through the child abuse registry.
- Evidence of a check of the sex offender registry.
- Credit history for individuals handling financial matters.
- Documentation of the results of the background check.

**Volunteer Management Policy** *DVS Rules Chapter 10 Section 5 (d) & Chapter 11 Section 4 (d)*

Volunteers who are transient or unreliable can hinder the efficiency and morale of nonprofit programs. A structured process of volunteer management can help programs select and retain quality volunteers. This practice suggests program officers have volunteers fill out applications and supply references, interview for specific positions, and sign an informal agreement that lists the volunteer's responsibilities and guidelines for behavior. Retention of volunteers is encouraged by offering continued opportunities for training, and regularly recognizing their efforts. Excerpted from *AmeriCorps\*VISTA Source*, Winter 1998.

The policy describes volunteer management, including

- The program's philosophy on volunteer participation.
- Recruitment and placement.
- Job descriptions.
- Training and supervision.
- A system of recognition and reward.
- Recordkeeping on volunteer participation.

**Volunteer Recruitment & Selection Policy** *DVS Rules Chapter 8 Section 6 (b)*

Recruitment means ensuring a commitment to scouting on the behalf of the programs mission and principles for people with the necessary attitudes. A nonprofit organization cannot succeed without a strong core of volunteers. It is vital to have a proactive campaign on how to find them and develop them into your most valuable supporters. A program needs to consider why you need volunteers, how many you need, what they are going to do for your organization and what sort of background they need to have.

### **Training Requirements Policy** *DVS Rules Chapter 8 Section 6 (a) (b) & Chapter 11 Section 5 (a)*

The policy shall describe at a minimum that all directors, staff and volunteers providing direct services to victims of crime shall complete a minimum of 40 hour training prior to providing unsupervised direct services and 10 hours of ongoing training annually. These requirements are intended to promote quality of service and staff.

The policy can also describe additional training approved by the program. Approved training sources might include state training academies, regional and national conferences, professional workshops and seminars, college and university programs, independent study, internships, and other sources. Programs are encouraged to recognize the multiple pathways through which competence may be achieved, including formal education, professional training, work experience, and personal experience.

Programs are encouraged to consider a range of training topics to build necessary knowledge and skills for both direct service and coordination of service networks. The policy should also describe the documentation needed for verification.

### **Compassion Fatigue & Vicarious Trauma Plan**

Everyday stressors of providing support to crime victims can take a substantial toll on the provider. A good plan for stress management will enhance morale and reduce burnout and staff turnover. The plan can be simple and can include informal opportunities for staff to discuss cases, concerns, and their own reactions to everyday events. Smaller programs might have staff keep stress diaries or write out strategies for personal coping. More elaborate plans might include weekly debriefing, scheduled days away from work, scheduled staff time with outside counselors, stress-management seminars, staff retreats, exercise and health plans, or stress-reduction techniques. The work environment should allow flexibility and opportunity for creativity among staff. A plan should describe how the program identifies burn-out, compassion fatigue and vicarious trauma in staff and volunteers, and how it is managed.

## **Fiscal Policies**

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### **DVS Rules Chapter 8 Section 7 & Chapter 10 Section 6 (b)**

Written documents outlining an organization's fiscal policies are proven to reduce the risk of inappropriate use of funds while also ensuring that consistent processes are followed even during periods of staff turnover or transition.

The Program shall have written financial policies governing internal control in accordance with generally accepted accounting practices to ensure adequate financial checks and balances.

The policies shall include controls for separation of financial duties.

- Internal Controls.
  - Opening mail.
  - Cash handling.
  - Preparation of deposit slips.
  - Process for payment of bills.
- Financial checks and balances.
  - Reporting revenues and expenditures to the board of directors.
  - Auditing and bookkeeping practices.
  - Chart of accounts and proper coding of funds received and spent.
  - Signors on accounts.
- Separation of financial duties.
  - No one person should be in complete control of all the finances.
  - Reconciling accounts.

### **Salaries & Benefits for Paid and Unpaid Staff**

The written schedule of salaries and benefits should be reviewed by management and/or the board on a regular basis and should meet regional standards for salaries and benefits; some nonprofits may choose to establish a range of salaries with the board to keep individual salaries confidential.

Programs should also define what constitutes full-time and part-time status within the program and determine the specific schedule of hours. Most define full-time employees as those who are regularly scheduled for a set number of hours each week (40, 37.5, 45, or similar amount), and part-time status is for anyone who is regularly scheduled to work less than that amount of time each week.

Whenever possible, programs are encouraged to offer salaries comparable to other jobs requiring similar background and time commitments. A fringe benefit package is recommended, including basic health insurance (including mental health counseling), unemployment and workers' compensation benefits, overtime, vacation time, and customary holidays. Some programs include expanded health benefits (e.g., dental care, eye care, disability insurance) and pension/retirement plans.

## Travel Policy

The travel policy shall describe procedures and the reimbursement process for travel related expenses when traveling on behalf of the organization. The policy shall include a statement that costs must be necessary, reasonable and allowable. The policy shall also provide information on how to obtain authorization for travel and who can authorize travel.

Policy includes:

- Allowable Expenses
- Expenses Not Allowable
- Travel Use of Aircraft, Taxi, Bus Fares or Vehicle Rental
- Travel Use of Privately-owned Automobile
- Lodging Expenses
- Meal/Per Diem Reimbursement
- Telephone Calls
- Registration Fees
- Required Forms and Receipts for Reimbursement

## **Board Development**

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The DVS believes one of the most important functions of a Board is keeping the resources and efforts focused on the organization's mission. This requires the Board to have an adequate understanding of the organization's programs, people and resources available to achieve the organization's goals.

The principal role of any Board member is stewardship. This requires active participation. People who do not have the time to regularly participate should not agree to be on a board. The board must insure the organization is operated for its public purpose; it may not be operated for private benefit. Proper stewardship requires the organization's assets be held "in trust", to be applied to the organization's mission.

There are "eight building blocks" to successful Board development.

1. Tactical Recruitment of Board members that emphasizes diversity in Board composition, skills and community connections and that includes representation of crime victims and survivors.
2. A clear Board orientation process that clarifies an agency's expectations of Board members, and seeks a clear commitment to participate and lead.
3. Effective and ongoing training and cross training of and among Board members, that educates them about the mission, goals and services of the organization, and respects and taps into their individual and collective expertise and experience.
4. Meaningful work for Board members that involves specific assignments and activities that goes beyond simply "attending Board meetings."
5. Engaging Board members in developing policies that guide the structure, mission, goals and activities of the programs (it was emphasized that Board involvement is necessary in policy development, and not policy implementation, which is a role of the Director).
6. Engaging Board members in the organization's strategic planning process.
7. Developing an evaluation process for Board activities, including the establishment of clear performance measures to ensure that Board members have achieved specific goals and objectives.
8. Clarifying the critical role of Board members in resource development and fundraising and establishing benchmarks for success.

## **Volunteer Management**

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Volunteers are an essential component of most victim service organizations and agencies, with limited budgets, depend on volunteer support to offer a wide range of core services to victims in the aftermath of crime. Moreover, many federal and state



victim service funds require volunteer programs are in place for organizations to be eligible for funding. Although volunteer victim advocacy is unpaid labor, the costs incurred recruiting volunteers, conducting and updating their training, overseeing their work, and regularly canvassing the community for new prospects are considerable.

Like any manager, a volunteer coordinator recruits, educates and monitors and reports on the work of volunteer staff and program evaluation.

Recruitment requires:

- ❑ Public outreach.
- ❑ A thorough screening process.
- ❑ Assessment of character and skills.

Education requires:

- ❑ A formal volunteer training curriculum.
- ❑ Training opportunities two to three times a year.
- ❑ In service training to refine and develop expertise in topical areas.

Scheduling, monitoring and reporting require:

- ❑ Accommodating the schedules of unpaid staff based on availability.
- ❑ Ensuring established protocols are understood and employed and volunteer conduct is ethical and professional.

Monthly reporting requires:

- ❑ Numbers of volunteers trained.
- ❑ Number of volunteer hours spent working on behalf of victims.
- ❑ Number of victims served.
- ❑ Expressing appreciation for volunteer service and validating volunteer efforts.

## Community Collaboration

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The very foundation of victim assistance is based on the concept of "people reaching out to people"--in times of need, in times that require a "chorus" rather than a "solo performance," and in times that recognize there is, indeed, "strength in numbers."

The value of collaboration, partnerships, and team initiatives is clear. The challenge is to recognize and overcome barriers to collaboration and knowing efforts will result in the "strength in numbers" necessary to promote victims' rights and services, as well as public safety. Community collaboration improves access to services for victims, increase safety, raise awareness, increase sustainability and improve victim safety.

### Purpose:

- ❑ Identify how violent crime affects each community in Wyoming and to work as active partners with those communities to build a sustainable initiative to improve the treatment of all victims of crime and provide them with the assistance and services essential to their restoration.

### Key principles:

- ❑ Each community is unique so a technique or method of working with the people living there must be adopted by those who understand the community.
- ❑ Everyone has a right to be involved in making decisions affecting their lives.
- ❑ Community members respond to the opportunity to reflect on and discuss change and its impact on their lives.
- ❑ Participatory leadership affirms the importance of each individual in making better decisions
- ❑ People expect to share in decision making and will be motivated to higher performance as a result
- ❑ Lasting rewards come from empowering others, not climbing over them
- ❑ Crucial element is to build a pool of skills and knowledge in communities while positively impacting attitudes toward change.

### Fundamentals of Leadership

- ❑ Trust and respect for others
- ❑ Problem solving skills
- ❑ Communication skills
- ❑ Trust in their own intuition
- ❑ Skill in running meetings
- ❑ Understanding how organizations work
- ❑ Being open minded and approachable
- ❑ Ability to combine substance and style
- ❑ Exuding integrity
- ❑ Accepting people as they are
- ❑ Approach problems in terms of the present and not in the past
- ❑ Ability to take action without constant approval and recognition by others
- ❑ Look for skills, not names
- ❑ Appeal to self interests

Four goals of leadership:

- ❑ Create a vision
- ❑ Communicate what that vision means
- ❑ Work through a set of actions that will make the vision a reality
- ❑ Remain conscious of the need for continuous development and progress

Identify:

- ❑ Leadership in the community
  - Elected officials
  - Legislators
  - Public safety
  - Public health
  - Business
  - Education
  - Faith
  - Youth
  - Retired
  - Service clubs
  - Judiciary
  - Volunteer groups
  - Emerging leaders
  - Government agencies
- ❑ Keys stakeholders in the community
  - Business – Economic Development
  - Education
  - Department of Family Services
  - Domestic violence program
  - Public safety
  - Public health
  - Public works
  - Faith
- ❑ Resources in the community
- ❑ Trends in the community
- ❑ Needs in the community
- ❑ Opportunities in the community
- ❑ Threats in the community
- ❑ Limitations
- ❑ Obstacles
- ❑ Innovations

Key Questions:

- ❑ Is there a \_\_\_\_\_ problem here?
- ❑ What does a \_\_\_\_\_ problem mean in this community?
- ❑ What is the capacity of this community to meaningfully intervene in the \_\_\_\_\_ problem they are facing?
- ❑ What level of \_\_\_\_\_ awareness is there in this community?
- ❑ What kind of community do the citizens here want?

- ❑ What resources do you need from the State?
- ❑ What demands are placed on our community because of \_\_\_\_\_?
- ❑ What additional organizations people should be involved in this issue who are not at this meeting?
- ❑ Whose support is needed for this initiative to continue?
- ❑ How will people be affected in a positive way by getting involved?

#### Process

- ❑ First things first
  - Assessment
    - Risks
    - Needs
    - Awareness
  - Tools
- ❑ Capacity
  - Existing
  - Enhancing
  - Building new
- ❑ Planning
  - Plan for action
  - Set limits on action
  - Establish structure for action
    - Know what they want
    - Develop a realistic action plan
  - What do we need to do differently?
  - Who do we need to recruit?
  - Who do we need to persuade?
- ❑ Implementation
  - Executing the plan
    - Combing strengths
    - Short-term project consideration for immediate results
    - Visible change in community
    - Record keeping
    - Benchmarks
  - Task force
    - Life of a task force generally short
    - Easy to get buy in
    - Time Lines established (but be flexible)
  - Staffing
    - Paid
    - Citizen participation
    - Existing
- ❑ Evaluation

#### Accountability

- ❑ Fiscal
- ❑ Media
- ❑ Data

## Challenges to Successful Working Relationships

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Whether victim advocates cooperate, coordinate, collaborate, or partner with allied professionals, volunteers, and communities, there are ten common challenges that can hinder the success of these important working relationships:

1. Lack of a shared vision or mission. When people work together toward a common goal, it should be clearly understood, easily communicated, and shared by all involved parties. If a vision or mission is pre-established by an individual or a small faction of a larger group, it may not achieve "ownership" needed by the whole group to ensure success. It is crucial to take time and process through a shared vision or mission with all stakeholders and establish goals and objectives supported by all.
2. Lack of agreement about the problem or issue to be addressed. While diversity is one of the essential elements of collaborative efforts, it also results in differing and often unique perspectives about the basic issue being addressed. In developing good working relationships, stakeholders must seek a consensus respecting different views and opinions.
3. Lack of incremental successes on the pathway to an ultimate goal. Too often people working together aim for one definitive goal that, in their view, connotes success. It is necessary to determine incremental, smaller successes to help stakeholders ensure that they are headed in the right direction, and evaluate possible alternatives along the way to the ultimate goal if warranted.
4. Egos. The concept of "turf wars" is not foreign to most victim advocates. When such battles expand to incorporate even more stakeholders (and more egos), the results can be highly damaging to collaborative efforts. All interested parties must be willing to break down turf barriers and "leave their egos at the door" in their mutual attempts to reach a common goal.
5. Lack of diversity among group members working toward a common goal. If it is true "great minds think alike," it is likely "different minds think even better." One of the greatest strengths of professionals and volunteers involved in public safety issues is their diversity--by gender, age, culture, sexual orientation, profession, socioeconomic status, and geography. The many different viewpoints and perspectives of victim advocates and allied professionals are a key asset to collaborative efforts and, without them; such efforts are doomed to failure.
6. Not having the "right players" at the table. In many public safety initiatives, often the victims and their representatives are missing from collaboration forums. It is helpful to adopt a "global" view of the problem or issue that is being addressed in terms of all the stakeholders who are affected: victims, offenders, the community, system professionals, public policy makers, and the like. If a person or group of people is affected by a problem, it is absolutely critical they be involved in developing a solution!

7. Lack of understanding and implementation of change management techniques. Most working relationships seek change: in justice processes, service delivery, and community involvement, to cite a few examples. If the road to a solution does not address the specific changes that will occur as a result and institutionalize these changes for the future, the outcomes will not be successful in the long run. Managing change is one of the most difficult, yet most important, elements of collaborative efforts.

8. Lack of resources. If time, level of commitment, and human or financial resources are not adequate to achieve a shared goal, failure is likely. Considerable attention should be paid to what type of resources are needed, at what point, by whom, and for how long, throughout the collaborative process.

9. Lack of measures to evaluate success. As stakeholders in collaborative processes begin their joint efforts, evaluation must be a key tenet of all their activities. Stakeholders' vision, goals, and objectives should all be measurable in concrete terms, and their plan should be flexible enough to accommodate changes that result from evaluative data that show a need to change course.

10. Lack of understanding about victim trauma, rights, and needs. While most collaborative efforts related to improving public and personal safety are well intentioned, some lack an overall understanding of how victims are affected by crime. It is important to incorporate training about victims' rights, needs, trauma, and sensitivity into any collaborative initiative that addresses public safety issues. The involvement of crime victims as active participants or advisors to guide the planning and implementation of such initiatives is also helpful.

#### Collaboration: A Checklist for Success

1. The problem(s) or issue(s) of concern are clearly defined.

2. All potential stakeholders and key leaders/change agents have been invited to participate in the collaborative initiative:

- People who live with the problem.
- People who have power to change the problem.
- People who have the technical expertise to address the problem.

3. Diversity among stakeholders is sought and respected as a key tenet of collaboration.

4. A mission or vision statement that identifies the critical problems or issues and possible collaborative solutions is developed and shared by all key stakeholders.

5. The problem or issue is analyzed to develop theories about why it is occurring and what can be done to change the situation.
6. Possible strategies or solutions are brainstormed among key stakeholders, with consensus built around the soundest approaches to problem solving or intervention.
7. The consensus strategy is divided into strategic goals and measurable objectives.
8. Goals and objectives are assigned an order of priority, with a sense of urgency given to the highest priority issues.
9. Responsibilities for action are developed and assigned to the relevant stakeholders, with clear understanding of the interrelationships among goals and objectives.
10. A time schedule for completion of goals and objectives is developed including tasks, persons responsible, deliverables, and deadlines. This should be flexible, depending upon ongoing evaluation results (see #14).
11. If necessary, memoranda of understanding and/or interagency agreements are drafted to clarify roles, responsibilities, and interrelationships needed to accomplish the goals and objectives.
12. A list of resources needed for success is developed, which may include research, evaluation, training, technical assistance, marketing, funding, public policy development, direct outreach to core constituents, public education, media relations, and technology enhancements.
13. Stakeholders involved in the collaborative effort assume responsibility (often jointly) for developing and/or providing resources that have been identified as critical to success.
14. Significant attention is paid to evaluation measures delineating success or failure. Flexible approaches are in place to allow for revision of original goals and objectives, based upon evaluation results (this is an ongoing process).
15. Methods of ongoing communications and regular meetings for status reviews are institutionalized.
16. A commitment to managing the change resulting from the collaborative initiative is institutionalized, with consensus on how stakeholders will each educate their professional peers and volunteers about the positive aspects of the change and help them adjust to the new policies, procedures, and/or programs that result.
17. Small successes and achievements are celebrated, and barriers to success are viewed as surmountable challenges.

18. An assessment of the overall collaborative effort is conducted, with participation of all key stakeholders.

19. Recommendations for revising or "fine-tuning" ongoing strategies for success, based upon the overall evaluation, are developed.

20. Efforts are made to identify other initiatives that could benefit from the collaborative efforts of the key stakeholders involved in this initiative.



## **Building Program Sustainability**

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A shrinking economy and budget cuts have significantly impacted victim service programs and place a heavy burden on programs to identify new funding streams for sustainability. The DVS aims to address this problem by helping programs acquire new and/or sharpen existing strategies and techniques that will diversify funding streams and promote program sustainability and/or expansion through sustainability planning.

A good sustainability plan will help a program stay focused on goals and objectives, while working to identify new resources to support the strategy beyond the designation. A good sustainability plan also extends beyond simply seeking funding; instead, the plan identifies the action steps needed to sustain successful activities in the community that address the gaps and unmet needs.

### **Developing a Sustainability Plan**

Sustainability planning involves assessing the past performance of programs and services offered in the community, identifying potential gaps or service risks, and expanding the base of collaborative partners. Developing the sustainability plan can only occur with a shared commitment to the community's vision.

Planning is an evolving process that must incorporate data from past activities and lessons learned to make informed decisions about the future. If an approach tried in the first year fails, why repeat it?

Here are some questions to consider as you begin the planning process:

- \* What are we trying to sustain?
- \* What is the most critical resource that could be lost?
- \* How much of our strategy is linked solely to one funder?
- \* Are we prepared to seek out other resource partners?

### **Requirements for Achieving Sustainability**

- \* Maintain a clear vision – A long term vision spurs ideas that stimulate new partnerships, encourages local leadership capacity building, and promotes effective problem solving based on a community's assets.
- \* Manage expectations – Positive change in the community takes time and patience. Keep everyone in the community informed on the accomplishments achieved.
- \* Focus on measurable outcomes – Staying focused on achieving the community's vision means implementing activities that yield measurable outcomes.
- \* Broaden the community's leadership pool – Continue building upon the community's social capital. Work to increase the leadership capacity of residents

as these individuals will ultimately lead the community's future decision making process.

- \* Maintain effective communication at all levels – keep all stakeholders engaged in the implementation process to help promote the success and potential resource for providers.

- \* Promote the program – Promote the public's image and increase awareness of the program and how the program benefits the community. Also improves staff morale and stimulates community change.

### Resource Development

An effective approach for addressing the resource development of the sustainability plan requires separating the overall strategy into manageable components and identifying potential funding targets that may be interested in a particular component. Support may also be given to community partners seeking state or federal grants to support aspects of the strategy.

There are various funding sources;

- \* Local or regional foundations.
- \* Civic organizations.
- \* Government agencies.
- \* Professional organizations.
- \* Financial institutions.
- \* Major corporations.
- \* Small businesses.
- \* Individual donors.

## **Vicarious Trauma: What Can Organizations and Managers Do?**

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Excerpted by CARE from: *Understanding and Addressing Vicarious Trauma*

L.A. Pearlman and L. McKay (2008) Headington Institute [www.headington-institute.org](http://www.headington-institute.org)

Some humanitarian workers feel that their own organization increases their vicarious trauma instead of helping reduce it! Your organization's policies and practices may be frustrating and make things feel unnecessarily complicated. But it's worth remembering that organizations and managers don't deliberately set out to make life more difficult for you and the people you are trying to help. Sometimes they don't make the best use of the limited time and resources available to them, and this impedes your ability to do your job as well as you'd like. Sometimes they are just facing many competing demands and don't have enough time or resources to do everything with the greatest care and consideration.

However, when humanitarian organizations take an active interest in staff well-being they take a big step toward addressing things that can contribute to vicarious trauma.

*Even in crisis situations there is a lot that organizations and management can do to structure work roles and develop organizational cultures that helps lessen vicarious trauma in their staff.*

### Basic Considerations for Organizations

Here are some basic considerations for organizations. These can lessen the risk of vicarious trauma by helping humanitarian workers feel supported, valued, competent, and connected:

- Adequate salary and time off (including R & R) for all staff;
- Sufficient orientation, professional training, and management supervision for staff to feel competent and supported in their jobs;
- Plans for staff safety (including security training and briefing on security protocols);
- Access to medical and mental health support services including: Health insurance; Information/training about the psychological and spiritual hazards of the work and effective self-care;
- Access to good confidential counseling support as needed; and
- Support for families around issues such as child care, separation, and relocation.

### Organizational Culture and Work Roles

In addition, humanitarian workers will benefit from an organizational culture and work roles that are structured in ways that help prevent vicarious trauma by:

Encouraging connections, morale, and relationships, perhaps through some or all of the following: Working in teams; providing other avenues to connect with colleagues (e.g., social activities such as having lunch or occasional outings together); Developing peer support networks.

Encouraging communication and staff contributions by: Providing a voice in decision-making from and feedback to staff at all levels of the organizational hierarchy; providing information to help staff understand how and why decisions about resource allocations, deadlines, policies, and assignments are made.

Looking for ways to build diversity and job enrichment into the work; Allowing for and actively encouraging staff to take adequate breaks during work.

### Think About It

- ☐ What are some things your organization already does well to support its staff and help reduce the risk of vicarious trauma?
- ☐ Are there some practical things you can think of that your organization could do better to support staff and reduce the risk of vicarious trauma:

### What Managers Can Do

Are you a manager? Managers can take many steps to help lessen the impact of vicarious trauma on staff they are supervising. Here are some of them.

Understand the psychological and spiritual impact of humanitarian work:

1. Be alert to how the cumulative exposure to stressful and traumatic situations may be affecting staff.
2. Regularly check in with staff about how they're coping – do not wait for them to approach you with a problem.
3. Support staff in seeking counseling or coaching if and when needed.

Set a good example in the way that you care for yourself, including:

1. Work at a sustainable and reasonable pace over time, and encourage staff you supervise to do the same.
2. Openly value things and people outside of work (e.g., time spent with your family).
3. Take allocated leave time.
4. Acknowledge that humanitarian work can be challenging and that healthy work/life balance takes practice and intentionality.

Especially during times of increased pressure or crisis, look for ways to help staff keep current challenges in perspective by:

1. Reminding staff of the bigger picture of the organization's mission and purpose, and how this assignment or disaster response fits into that bigger picture; and

2. Reminding staff of the value the organization places upon them both as people and the organization's most important resources—the staff. Encourage staff to work in sustainable ways. If that does not appear possible in the short-term, encourage them to take extra time after the immediate impact phase is over to rest and regain equilibrium.
3. Express concern for the general well-being of your staff and not just the quality of the work they are doing.
4. Make sure that staff suggestions and feedback about their jobs and the organization are heard and valued – even if you are fairly sure they will not result in tangible change in the near future.
5. Do not say or do things that would stigmatize staff who are struggling with vicarious trauma or other stress or trauma-related issues.
6. Strive to stay positive, and to praise and acknowledge effort and results whenever possible.

*Managers can do many things to help lessen the impact of vicarious trauma on staff they are supervising, including being a good example in how they maintain balance and care for themselves.*

#### Think About It

☐ If you are a manager, what are some things you do well to help lessen the impact of vicarious trauma on your staff? If you aren't a manager, what does your manager do well?

☐ If you are a manager, what conversations could you have with your staff that would help them identify ways to cope with and transform vicarious trauma?

☐ What are some things you as a manager (or your manager) could do better to help lessen the impact of vicarious trauma?

## Wyoming Crime Victim Compensation Program

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The Crime Victim Compensation Program (CVCP) provides financial assistance to victims who have suffered personal injury as a result of a criminal act. Benefits include out-of-pocket expenses, medical expenses and lost wages related to emotional and physical injury suffered by the victim and the victim's family as a direct result of a violent crime. The program does not compensate victims for damaged or stolen property.

To qualify for compensation, the applicant must be a person who suffers personal injury or death, or a substantial threat of personal injury or death as a result of a crime committed in Wyoming.

The CVCP is available to a crime victim regardless of their means and income. Benefits include reimbursement of a victim's actual out-of-pocket expenses, lost wages suffered as a result of the crime and medical and dental costs. Crime victims are eligible to receive compensation for up to two years from the date of the crime, or two years from the date the crime was reported if the victim is a minor child.

A person is eligible for compensation if:

- ❑ The injury or death occurred as a result of a crime.
- ❑ The person was attempting to prevent the commission of a criminal act or apprehend a person committing a crime.
- ❑ The person was assisting law enforcement, or a victim of a crime.
- ❑ The crime was reported to law enforcement and the victim cooperated fully with the investigation and prosecution of the crime.
- ❑ The victim's conduct did not contribute to the injury or death.
- ❑ An application is filed within one (1) year of the date of the crime.
- ❑ The compensation will not benefit the offender in any way.

### Benefits

The maximum benefits available to victims of crime are up to \$15,000.00 and include the following limitations:

- \$5,000.00 Funeral and Burial expenses;
- \$4,000.00 Mental Health expenses;
- \$500.00 Crime Scene Clean-up and Articles Taken as Evidence.

*In consideration of benefits awarded, the actions of the victim at the time of the crime may result in a reduction or denial of the claim for contributory conduct. For example, if a person gets into a vehicle with a person they know is intoxicated or under the influence of an illegal substance, and is injured as a result of a crash, the victim may be denied benefits.*

*Applicants who are denied compensation, or who disagree with the award decision may file an appeal with the DVS director in writing. The appeal must contain new*

*information, not previously known to the program, or an explanation of extenuating circumstances. All appeals must be answered by the DVS director in writing no later than 20 days from receipt of the appeal.*

The CVCP is funded solely through fines and fees paid by criminal offenders in district, circuit and some municipal courts throughout Wyoming, and Victim of Crime Act (VOCA) funds, a federal grant that is funded by fines and fees paid by offenders in federal court.

### Frequently Asked Questions Regarding CVCP

#### *What Benefits Are Available?*

Maximum award up to \$15,000

Funeral expenses are limited to \$5,000

Lost wages are limited to minimum wage

#### *What Types of Expenses Can Be Compensated?*

Medical, dental and hospital services

Mental health counseling and care

Funeral/burial expenses

Loss of earnings

Loss of support to dependents

Homemaker replacement services loss

Eyeglasses, hearing aids and other prosthetic or medically necessary devices

Certain other out-of-pocket expenses incurred as a result of the crime

#### *Who Can File A Claim?*

A victim of a crime who has suffered physical injury as a result of:

- ☐ a criminal attack
- ☐ trying to stop a person committing a crime
- ☐ trying to help a law enforcement officer
- ☐ trying to help a victim of a crime

Also, families and dependents of deceased victims and persons who are authorized to act on behalf of victims.

#### *Who Is Eligible?*

- ☐ The crime happened in Wyoming
- ☐ The crime was reported to law enforcement
- ☐ The victim cooperated with law enforcement and prosecution
- ☐ The claim was filed within one (1) year of the date of the crime
- ☐ Compensation shall not benefit the offender in any way

### *Who Is NOT Eligible?*

- ❑ The offender and/or accomplice
- ❑ A victim convicted of a felony after applying for compensation
- ❑ A victim of a crime while in prison or other correctional facility
- ❑ A victim whose expenses are paid entirely by other sources
- ❑ Victims of monetary or property loss
- ❑ Victims seeking compensation only for pain and suffering

### *What If There Is Insurance Or Another Source to Cover Part of the Losses?*

Insurance benefits must be used first. If insurance does not pay the entire amount, then you would be eligible to be compensated for what insurance does not cover.

Compensation is a secondary source which pays for losses that are not paid by other sources such as: Social Security, health insurance, life insurance, Medicaid, Medicare, Indian Health Service, vacation, or sick pay.

### *What If Restitution Is Recovered From The Offender?*

In the event that the court orders the offender to make restitution, that portion of the restitution covering expenses paid by the compensation program must be reimbursed back to the compensation fund. If you recover money through a civil suit against the offender, you will be required to pay the compensation program for expenses that program paid on your behalf.

### *How Is The Claim Processed?*

Upon receipt of the application, an investigation is conducted to verify all the information. Law enforcement, witnesses, service providers, employers, etc. are contacted to substantiate the compensation application. After review a decision will be made on the claim and is submitted to the DVS director for approval. The DVS will notify you of the amount of the award. If the claim is denied or payment reduced, the reason will be provided in writing. If the claim is reduced or denied, the victim has the right to request an appeal within 30 days upon receipt of the decision.



## Restitution

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*National research studies indicate that restitution is one of the most significant factors affecting the satisfaction of victims with the criminal justice process.*

*Restitution is a concept of personal accountability for the consequences of one's conduct, and the allied notion that the person who causes the damage should bear the cost.*

The DVS coordinates financial recovery through restitution to assure the maximum amount of monies are collected or recovered on behalf of eligible victims for the Crime Victims Compensation Program.

If you have been injured as a result of a violent crime and have been awarded Crime Victims' Compensation, the DVS may attempt to collect restitution for expenses paid on your behalf through our recovery program.

The DVS, prior to sentencing, submits restitution information to the prosecuting attorney, requesting the court to order the offender to repay DVS for expenses the crime victim compensation fund paid on the victim's behalf. DVS may also make a restitution requests to Probation and Parole for consideration during the (PSI) pre-sentence investigation or at parole hearings.

The court may order restitution to DVS in the same manner as it can to a victim; the only difference upon repayment the restitution is put back in the compensation fund to be used for other victims. In essence the offender is paying for damages or expenses caused by his/her criminal activity.

### Frequently Asked Questions Regarding Restitution

What is restitution?

Wyoming statutes define restitution as "full or partial payment of pecuniary damage (by the defendant) to a victim who has suffered that damage as a result of the defendant's criminal activity. W.S. 7-9-101 states "Criminal activity " is activity which results in a plea of guilty, nolo contendere or verdict of guilty upon which judgment of conviction may be rendered. It can also include any other crime admitted by the convicted defendant, regardless of whether or not that crime has been prosecuted.

Who can receive restitution from the offender?

Restitution can be paid to the victim, relatives, or to businesses or organizations other than the victim who experienced crime related expenses. For example, family members who paid crime related expenses can be reimbursed or medical providers that treated the victim are also eligible.

When should you apply for restitution?

Victims should request restitution as early in the criminal process as possible through the prosecuting attorney. Restitution amounts can also be included in the victim impact statement and when they are contacted for the Pre-Sentence Investigation. They may be required to submit receipts and/or estimates regarding any financial loss.

What expenses can be covered by restitution?

Expenses that a victim or an associated victim may have incurred as a direct result of the crime are eligible. These may include but are not limited to: Medical bills, counseling expenses, transportation costs, lost wages, loss of support, funerals, and property damages.

What is the difference between surcharge and restitution?

Surcharge is an assessment imposed on the offender in addition to any fines fees, or other penalties prescribed by law. As of July 1, 2008, the surcharge on first time offenses range from \$150.00 to not less than \$350.00. For second and subsequent offenses the surcharge ranges from \$200 to not less than \$400. The court imposes the surcharge during sentencing. The assessment is then deposit in the State of Wyoming's surcharge revenue fund. The surcharge fund is then used to pay the expenses of the Crime Victims' Compensation Program.

Restitution is for crime related expenses. Restitution is paid directly to the victim to cover their financial loss (medical, counseling, property damage, etc.) and/ or to Crime Victim Compensation Program to reimburse for expenses paid on behalf of the victim. Restitution is imposed on the offender at sentencing and is in addition to the surcharge assessment and any other fines, fees or penalties.

What is the difference between Restitution and Compensation?

Compensation is monies paid for expenses related to the crime by the State of Wyoming through the Crime Victims' Compensation Program.

Restitution is court ordered payment from the offender to cover expenses related to the crime.

What if a victim gets money from restitution or another source after they received benefits from the CVCP?

Wyoming Statutes and the compensation agreement require the victim reimburse the Crime Victims' Compensation Program (CVCP) back for the expenses paid out on their behalf. They will need to contact a claim specialist or the restitution recovery program manager if they recover monies from some other collateral source, i.e. court ordered restitution, insurance or civil settlements.

Are there other ways a victim can get compensated for losses?

Victims can file a civil suit against the defendant (even if there has not been a conviction) for their losses such as medical bills, lost wages or emotional distress. Victims will need to contact a civil lawyer as soon as possible as there are time limits to file a civil suit. The civil lawyer can also help collect restitution.

What should a victim do if the offender does not pay his court ordered restitution?

If a victim is not receiving payments after a period of time, advise them to contact their Clerk of Court to make sure they have the victims current contact information. The Court will only hold payments for 1 year if they have been returned and no forwarding address is available. Victims may also contact the Probation & Parole Field Office if the offender is being supervised. If the victim does not know the offender's status, contact the Prosecuting Attorney where the case was adjudicated.

Upon notification the Court may issue contempt charges for the offender to answer as to why they are not paying or may revoke the offender's probation or parole.

Should victims apply for victim's compensation even if the prosecutor has applied for restitution on the victims behalf?

A court order does not guarantee payment of restitution by the offender or that payments will be made in a timely manner. Applying for compensation can cover expenses and avoid collections. Remember if compensation pays for your expenses and the offender pays you back, you are obligated to pay back the compensation fund.

What can delay restitution payments?

Several issues may delay payments. If an offender is incarcerated or in a treatment program, victims may receive very small checks or none at all. The offender may be paying on restitution from previous offenses, child support, or other financial obligations. If there are multiple victims involved, contact the Court Clerk to inquire how restitution money will be disbursed.

## Statewide Automated Victim Information and Notification

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### Victim Information Notification Everyday (VINE)

Vine is a free and anonymous telephone service that provides victims of crime two important features: information and notification. The VINE service is provided by the Wyoming Office of the Attorney General Division of Victim Services.

VINE will monitor the custody status of offenders in county jails and state prisons. Information is available to callers 24 hours a day, 365 days a year.

The Wyoming Statewide VINE service is available in English and Spanish. A Live Operator is available to anyone calling the toll-free number for any reason.

*Anyone may call VINE to determine the custody status of an offender. Callers will need a touch-tone telephone to use the service. This information is also available online at [www.vinelink.com](http://www.vinelink.com). To search for offender information through VINE, callers will need to provide one or more of the following items:*

To search for information, callers will need to provide one or more of the following items:

- ❑ Offender Number
- ❑ Offender Name
  - Secondary search option if there's more than one offender with the same name:
    - Age
    - Race
    - Gender

Information provided when calling VINE:

- Name of Offender
- Offender Number
- Current Offender Custody Status
- Location of Offender (including facility, address, and phone number)
- Sentence Expiration Date (only for DOC)
- Schedule Release Date (only for DOC)

### Registration

Crime victims and concerned citizens may register themselves for notification by calling the toll-free number\* or by visiting the VINELink website at [www.vinelink.com](http://www.vinelink.com). Callers will need to provide VINE with the following information:

- ❑ A telephone number, including area code, where they can be reached for notification.
- ❑ A 4-digit Personal Identification Number (PIN)

\*If registered persons change their phone number, they must call VINE and update their telephone information.

### Notification Calls

Notification calls to registered persons will be made when one or more of the following occur:

General Release	Return to custody from Escape
Escape	Death
Release (Reason Specified)	Work Release
Death	Out to Court

### Calling Patterns

**Normal:** Calls will be made every 30 minutes for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours or until the correct PIN is entered.

**Non-Emergency Final:** Calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am – 9:00 pm or until the correct PIN is entered.

**Non-Emergency Delay Transfer:** Calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am – 9:00 pm. *Notification calls will be delayed a minimum of 4 hours after the transfer record is received by VINE.*

**Advanced:** Up to 14 days before release, calls will be made every 30 minutes between 7:00 am – 9:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am – 9:00 pm.

**NOTE:** For telephones with Caller ID or Anonymous Call Block--a notification call from VINE will show up as a telephone number with a “502” area code. This number will not

be answered when called, but is only used for purposes of getting the notification through when anonymous calls are blocked.

#### Additional Assistance

For additional assistance, please call the Appriss Operations Center at 1-866-Appriss (1-866-277-7477) option 2.

## Wyoming Division of Victim Services Staff Contact Information

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Cheyenne, WY 82002  
(307) 777-7200 phone, (307) 777-6683 fax  
(888) 996-8816 V/TTY

## **Wyoming Victim Service Providers**

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### Albany County

S.A.F.E. Project, (307) 742-7273  
Albany County Crime Victim Assistance Program, (307) 721-5315

### Big Horn County

C.A.R.E.S., Basin, (307) 568-3377  
C.A.R.E.S., Lovell, (307) 548-2330

### Campbell County

Gillette Abuse Refuge Foundation (G.A.R.F.), (307) 686-8071  
Campbell County Attorney's Victim/Witness Program, (307) 687-6321, 687-6259  
Gillette Police Department Victim Assistance Program, (307) 686-5313, 686-5252  
6th Judicial District Court of WY CASA Program, (307) 687-9440

### Carbon County

Carbon County Citizens Organized to See Violence End, (C.O.V.E.), (307) 324-7071  
Rawlins Police Department Victim Assistance Program, (307) 328-4530  
Carbon County Sheriff's Victim Assistance Program, (307) 328-7713

### Converse County

Converse County Coalition Against Violence, (307) 358-6148  
Converse County Attorney's Victim/Witness Program, (307) 358-5020  
Memorial Hospital Converse County SANE Program, (307) 358-2122 ext 1665

### Crook County

Crook County Family Violence/Sexual Assault Services, (307) 283-2415  
Crook County Attorney's Office Victim/Witness Program, (307) 283-1090

### Fremont County

Fremont Alliance, (307) 856-0942  
Fremont County Attorney's Victim/Witness Program, Riverton, (307) 857-3653  
Fremont County Attorney's Victim/Witness Program, Lander, (307) 332-1162  
Riverton Police Department Victim Assistance Program, (307) 856-9132  
Fremont County Sheriffs Victim Assistance Program, (307) 857-3618



### Goshen County

Goshen County Task Force, (307) 532-5050 office, other was crisis line  
Goshen County Victim Assistance Program, (307) 532-4428

### Hot Springs County

H.O.P.E., (307) 864-4673  
Hot Springs County Attorney's Victim/Witness Program, (307) 864-2004

### Johnson County

Johnson County Family Crisis Center, (307) 684-2233  
Johnson County CASA Program, (307) 217-1434

### Laramie County

Safehouse/Sexual Assault Services, (307) 634- 4220  
Cheyenne Police Department Victim Assistance Program, (307) 637-6507  
1st Judicial District Attorney's Victim/Witness Program, (307) 633-4360  
Laramie County Sheriff's Victim Assistance Program, (307) 633-4756  
Laramie County CASA, (307) 638-1151  
Safe Harbor, (307) 632-1708

### Lincoln County

The Turning Point, (307) 877-6834  
Lincoln County Attorney's Victim/Witness Program, (307) 885-0164

### Natrona County

Self Help Center, (307) 235-2814  
7th Judicial District Attorney's Victim/Witness Program, (307) 235-9335  
Natrona County Casper Victim Response Unit, (307) 235-9298  
Natrona County CASA, (307) 237-0889  
Child Advocacy Project, (307) 232-0159

### Niobrara County

Help Mate Crisis Center and Crime Victim Assistance Program  
DV/SA/Stalking, (307) 334-3416, Victim Witness Coordinator (307) 334-3840

### Park County

Crisis Intervention Services, (307) 587-3545  
Park County Attorney's Victim/Witness Program, Cody, (307) 527-8660  
Park County Attorney's Victim/Witness Program, Powell, (307) 754-8860

Platte County

Project SAFE, (307) 322-4794

Sheridan County

Advocacy & Resource Center, (307) 672-7471

Sheridan County CASA, (307) 675-2272

Sublette County

S.A.F.V. Task Force, (307) 367-6305

Sweetwater County

YWCA-Support & Safehouse, (SASH), (307) 352-6630

Sweetwater County Attorney's Victim/Witness Program, Rock Springs, (307) 352-6858

Sweetwater County Attorney's Victim/Witness Program, Green River, (307) 872-6454

Teton County

Community Safety Network, (307) 733-3711

Teton County Victim Services, (307) 732-8482

Hirschfield Center for Children, (307) 733-3417

Uinta County

Sexual Assault & Family Violence Task Force, (SAFV), (307) 789-3628

Evanston Police Department Victim Assistance Program, (307) 783-6400

Uinta County Sheriffs Victim Assistance Program, (307) 783-1037

Uinta County Attorney's Victim Assistance Program, (307) 783-0550

Washakie County

Victims of Violence Center, (307) 347-4992

Washakie County Attorney's Victim Assistance Program, (307) 347-2123

Weston County

Foundation of Caring, Understanding & Services (FOCUS), (307) 746-2748

Wind River Indian Reservation,

Sacred Shield, (307) 857-3965

Tribal Prosecutor's Victim/Witness Program, (307) 332-9255, ext 15

### Statewide Victim Services

Wyoming Coalition Against Domestic Violence & Sexual Assault, (307) 755-5481  
FBI Victim Assistance Program, (307) 335-7559  
MADD of Wyoming, (800) 498-5201  
Wyoming Supreme Court Victim Assistance, (307) 777-7480  
Wyoming Division of Victim Services, (307) 777-7200  
United States Attorney Victim/Witness Program, (307) 772-2124  
Warren Air Force Base Victim/Witness Program, (307) 773-6052

### National Victim Services

Family Violence Prevention Fund/Health Resource Center, (800) 313-1310  
Mothers Against Drunk Driving, (800) 438-6233  
National Center for Missing and Exploited Children, (800) 843-5678  
National Center for Victims of Crime, (800) 394-2255  
National Crime Prevention Council, (800) NCPC-911  
National Domestic Violence Hotline, (800)799-SAFE (800)787-3224 TTY  
National Fraud Information Hotline, (800) 876-7060  
National Organization for Victim Assistance, (800) 879-6682  
National Resource Center on Domestic Violence, (800) 537-2238  
National Sexual Violence Resource Center, (877) 739-3895  
Office for Victims of Crime Resource Center, (800) 627-6872; (877) 712-9279, TTY  
Parents of Murdered Children, (888) 818-7662  
Rape, Abuse & Incest National Network, (800) 656-4673  
Resource Center on Domestic Violence, Child Protection, and Custody, (800) 527-3223